CA2 ON
GS.710
K83

Ontario

KWIC INDEX TO SERVICES 2002

Ontario government services online: Your gateway to choice, simplicity and convenience

www.infogo.gov.on.ca

Digitized by the Internet Archive
in 2019 with funding from
Ontario Council of University Libraries

https://archive.org/details/kwicindexont2002

INDEX/GENERAL INQUIRY NUMBERS/MINISTRY WEB SITES

MINISTRY PROGRAM OR SERVICE	(ACRONYM) (for this directory only)	MINISTRY WEB SITE (if available)	GENERAL INQUIRY NUMBER	PAGE

NOTE: The Ontario government central Web site can be accessed at: www.gov.on.ca

Agriculture and Food	(OMAF)	www.gov.on.ca/OMAFRA	1-888-466-2372	136
Alcohol and Gaming Commission of Ontario		www.agco.on.ca	(416) 326-8700	295
Attorney General	(MAG)	www.attorneygeneral.jus.gov.on.ca	(416) 326-2220	164
Cabinet Office	(CAB)		(416) 325-7635	111
Chief Election Officer	(OCE)	www.electionsontario.on.ca	(416) 326-6300	133
Citizens' Inquiry Bureau		www.gov.on.ca	(416) 326-1234	256
Citizenship	(MCZP)	www.gov.on.ca/MCZCR	(416) 327-2422	203
Community, Family and Children's Services	(CFC)	www.gov.on.ca/CSS	(416) 325-5666	214
Consumer and Business Services	(CBS)	www.cbs.gov.on.ca	(416) 326-8555	252
Culture	(MCL)	www.culture.gov.on.ca	(416) 326-1234	300
Education	(EDU)	www.edu.gov.on.ca	(416) 325-2929	314
Enterprise, Opportunity and Innovation	(EOI)	www.ontario-canada.com	(416) 325-6666	332
Environment and Energy	(ENE) (Environment)	www.ene.gov.on.ca	(416) 325-4000	347
	(Energy)	www.est.gov.on.ca	(416) 327-6758	360
Environmental Commissioner	(ECO)	www.eco.on.ca	(416) 325-3377	132
Finance	(FIN)	www.gov.on.ca/fin	1-800-263-7965	365
Francophone Affairs	(OFA)	www.ofa.gov.on.ca	(416) 325-4949	398
Health and Long-Term Care	(MOH)	www.gov.on.ca/health/	(416) 327-4327	399
Human Rights Commission		www.ohrc.on.ca	(416) 314-4500	212
Information and Privacy Commissioner	(IPC)	www.ipc.on.ca	(416) 326-3333	132
Intergovernmental Affairs	(MIA)	www.mia.gov.on.ca	(416) 325-4800	455
Integrity Commissioner	(ICO)	integrity.oico.on.ca	(416) 314-8983	133
Labour	(LAB)	www.gov.on.ca/lab/main.htm	(416) 326-7400	456
Legislative Assembly	(MEM)	www.ontla.on.ca	(416) 325-7500	113
Legislative Library		www.ontla.on.ca/library/libraryindex.htm	(416) 325-3900	127
Legislative Offices	(LEG)		(416) 325-7500	113
Lieutenant Governor's Office	(LTG)	www.lt.gov.on.ca	(416) 325-7780	111
Liquor Control Board of Ontario	(LCBO)	www.lcbo.ca	1-800-668-5226	297
Lobbyists Registration Office	(ICO)	lobbyist.oico.on.ca	(416) 327-4053	134
Management Board of Cabinet	(MBS)	www.gov.on.ca/mbs/english/mbs/index.html	(416) 326-1234	476
Management Board Secretariat	(MBS)	www.gov.on.ca/mbs/english/mbs/index.html	(416) 326-1234	476
Municipal Affairs and Housing	(MAH)	www.mah.gov.on.ca	(416) 585-7041	492
Native Affairs	(NAT)	www.nativeaffairs.jus.gov.on.ca	(416) 326-4740	502
Natural Resources	(MNR)	www.mnr.gov.on.ca	(416) 314-2000	505
Northern Development and Mines	(NDM)	www.mndm.gov.on.ca	(416) 327-0633	539
Ombudsman Ontario	(OBD)	www.ombudsman.on.ca	(416) 586-3300	134
Ontario Energy Board		www.oeb.gov.on.ca	(416) 481-1967	364
Ontario Labour Relations Board		www.gov.on.ca/lab/olrb/home.htm	(416) 326-7500	471
Ontario Mortgage Corporation			(416) 585-7183	498
Ontario Place Corporation		www.ontarioplace.com	(416) 314-9900	624
Ontario Provincial Police		www.gov.on.ca/opp	(705)-329-6111	590
Ontario Realty Corporation		www.orc.on.ca	(416) 327-3937	490
Ontario Securities Commission		www.osc.gov.on.ca	(416) 597-0681	396
Ontario Seniors' Secretariat		www.gov.on.ca/mczcr/seniors	(416) 326-7076	206
Ontario Women's Directorate		www.gov.on.ca/mczcr/owd	(416) 314-0300	207
OPSEU Pension Trust		www.optrust.com	(416) 681-6161	491
Provincial Auditor	(OPA)	www.gov.on.ca/opa	(416) 327-2381	134
Public Safety and Security	(PSS)	www.corrections.mcs.gov.on.ca www.solicitorgeneral.msg.gov.on.ca	(416) 327-9911	561
Shared Services Bureau			(416) 326-9300	487
Tourism and Recreation	(MTR)	www.tourism.gov.on.ca	(416) 326-9326	613
Training, Colleges and Universities	(TCU)	www.edu.gov.on.ca	1-800-387-5514	626
Transportation	(MTO)	www.mto.gov.on.ca	1-800-268-4686	640
Travel Information Centres		www.travelinx.com	1-800-668-2746	614
Workplace Safety and Insurance Board		www.wsib.on.ca	(416) 344-1000	472

LEGISLATIVE LIBRARY OF ONTARIO
TORONTO
SEP 30 2002
RECEIVED

KWIC INDEX PACE COORDINATORS

The information in this directory is provided to Databases and Directories Unit by the designated PACE Coordinator in each ministry. The names are listed below.

Ministry/Office	Name	Phone Number
Agriculture and Food	Bernadette Bruzzese	(519)826-4129
Attorney General	Dave Goldsmith	(705)329-6820
Cabinet Office	Monika Cosway	(416)325-7650
Chief Election Officer	Maria R Cacciacarro	(416)326-1977
Citizenship	Pat Naylor	(416)314-7711
Community, Family and Children's Services	Dahlia Ferrari	(416)327-4614
Consumer and Business Services	Paul D. MacDonald	(416)326-8764
Culture	Norma Noronha	(416)325-2357
Education	Quincy Romain	(416)326-3613
Enterprise, Opportunity and Innovation	Linda Bond	(416)325-6759
Environment and Energy	Elizabeth Soares	(416)314-4071
Environmental Commissioner's Office	Cynthia Robinson	(416)325-3368
Finance	Charlaine Schwass	(905)433-5851
Francophone Affairs	Ghislain Albert	(416)325-4967
Health and Long-Term Care	Marisa Conforti	(416)327-7171
Information and Privacy Commissioner's Office	Sandra Menezes	(416)326-3918
Integrity Commissioner's Office	Claire Miller	(416)314-8983
Intergovernmental Affairs	Lynda Bond	(416)325-6759
Labour	Julie Jones	(416)326-7260
Legislative Offices	Krista von Tiesenhausen	(416)325-3598
Lieutenant Governor's Office	Vania Cecchin	(416)325-7790
Management Board	Cristina Da Rocha	(416)327-2847
Municipal Affairs and Housing	Sherry Gonsalves	(416)585-7018
Native Affairs	Glenda Innis	(416)326-4753
Natural Resources	Sara Quade	(705)755-1416
Northern Development and Mines	Cathy Hull	(705)564-7444
Ombudsman's Office	Dean Morra	(416)586-3353
Provincial Auditor's Office	John Sciarra	(416)327-2317
Public Safety and Security	Dave Goldsmith	(705)329-6820
Tourism and Recreation	Norma Noronha	(416)325-2357
Training, Colleges and Universities	Quincy Romain	(416)326-3613
Transportation	Vivianne Tries	(905)704-2380

CONTENTS

INTRODUCTORY PAGES

Index/General Inquiry Numbers/Ministry Web sites i
KWIC Index PACE Coordinators ii
KWIC Index and Other Publications iv
Access to Ontario Government Publications v
Queen's Park Area Map vi
The Ontario Parliament (Chart) viii
Cabinet and its Committees (Chart) ix
I&IT Information x

ORGANIZATION INDEX 1-35

Alphabetical index of all organization names included in this book.
Ministry Abbreviations 2

KEY WORD INDEX 37-107

Helps you locate the information you want. This section is easily identified by the vertical gray bar running along the edge of each page.
How to use the Key Word Index 38

ORGANIZATION DESCRIPTIONS 109-672

Includes access information for each organization/office. Organization descriptions are printed for each ministry under its own chapter heading. Immediately following the description some organizations have ***Services offered to the Public*** printed in italics within horizontal lines.

MINISTERIAL RESPONSIBILITY FOR ACTS 673-686

NOTE TO ONTARIO GOVERNMENT EMPLOYEES: REMEMBER TO RECYCLE YOUR OLD KWIC INDEX, SEE THE FOLLOWING INSTRUCTIONS.

Ontario Government Employees Within Metro Toronto

- Remove page markers and drop in white newspaper saver bin located in common areas.

Ontario Government Employees Outside Metro Toronto

- Call your building manager to ask if the recycler accepts KWIC INDEX directories, and if so, how to proceed.
- If the recycler does not accept KWIC INDEX directories, or your building does not have a recycling program, here's how to recycle:
  - Remove page markers,
  - pack in same cartons in which new books were received,
  - mark boxes "for recycling" and
  - send in bulk to your own ministry mailroom.

THIS DIRECTORY INCLUDES KNOWN CHANGES UP TO JUNE 19, 2002

KWIC INDEX and OTHER PUBLICATIONS

The KWIC (Key Word in Context) INDEX TO SERVICES is prepared by the Databases and Directories Unit, Access and Inquiry Services, Information and Services Branch, Ministry of Consumer and Business Services. This directory is designed to provide a "key word" reference to descriptions of the Ontario government programs and services. Specific services are listed in italics, within horizontal lines, at the end of the office description. The directory also provides the address, general inquiry number, fax number and the hours of service for each unit.

YEAR 2002

If you want to be informed of the availability of the next KWIC INDEX TO SERVICES, please email your inquiry to pace@gov.on.ca or mail this form to:

Ministry of Consumer and Business Services
Databases and Directories Unit
5th Flr
880 Bay Street
Toronto, ON M7A 1N8

Please notify me when the next edition of the KWIC INDEX TO SERVICES becomes available.

Name: _____

Address: _____

_____

_____ Postal Code: _____

The GOVERNMENT OF ONTARIO TELEPHONE DIRECTORY, a companion reference to the KWIC INDEX, is organized by ministry, division, branch and agency. It contains some 35,000 names and telephone numbers of key government employees, including an alphabetical cross-referenced list of employee names and telephone numbers. It also contains names, addresses and phone numbers of MPPs and their constituency offices. The preliminary pages include general inquiry numbers of major government departments, Web sites, as well as Queen's Park area maps. An index of government programs and services is printed at the back of the directory.

NOTE: Ontario public servants requiring additional copies of the KWIC Index should contact their ministry PACE Coordinator listed on page ii.

ACCESS TO ONTARIO GOVERNMENT PUBLICATIONS

INTERNET ORDERS

The Ontario government virtual bookstore is known as POOL (Publications Ontario On-Line). POOL is open for business 24 hours a day, 7 days a week at

www.publications.gov.on.ca

PHONE/FAX ORDERS

Toronto (416) 326-5300 **Toll free in Canada** 1-800-668-9938 **Fax** (416) 326-5317
Ottawa (613) 238-3630 **Toll free in Ontario** 1-800-268-8758 **Fax** (613) 566-2234

MAIL ORDERS

For mail orders, prepayment is required. Please make cheques or money orders payable to "Minister of Finance" and send order to either address below:

Publications Ontario
50 Grosvenor Street
Toronto, ON M7A 1N8

Access Ontario
161 Elgin St., Level 2
Ontario Courthouse Building
Ottawa, ON K2P 2K1

TTY ORDERS

Ottawa
(613) 566-2235

Toll free in Ontario
1-800-268-7095

TTY assistance is available through the Bell Canada Relay Service (BCRS)

Telephone users without TTY/TDD equipment must first contact Bell Canada Relay Service (BCRS) at 1-800-855-0511 to access TDD/TTY telephone numbers.

PERSONAL SHOPPING

Toronto
Publications Ontario Bookstore
880 Bay St.
(2 blocks north of College St.)
(416) 326-5324
M-F 8:30 am to 5:00 pm

Ottawa
Access Ontario
161 Elgin St., Level 2
Ontario Courthouse Building
(613) 238-3630
M-F 8:00 am to 5:00 pm

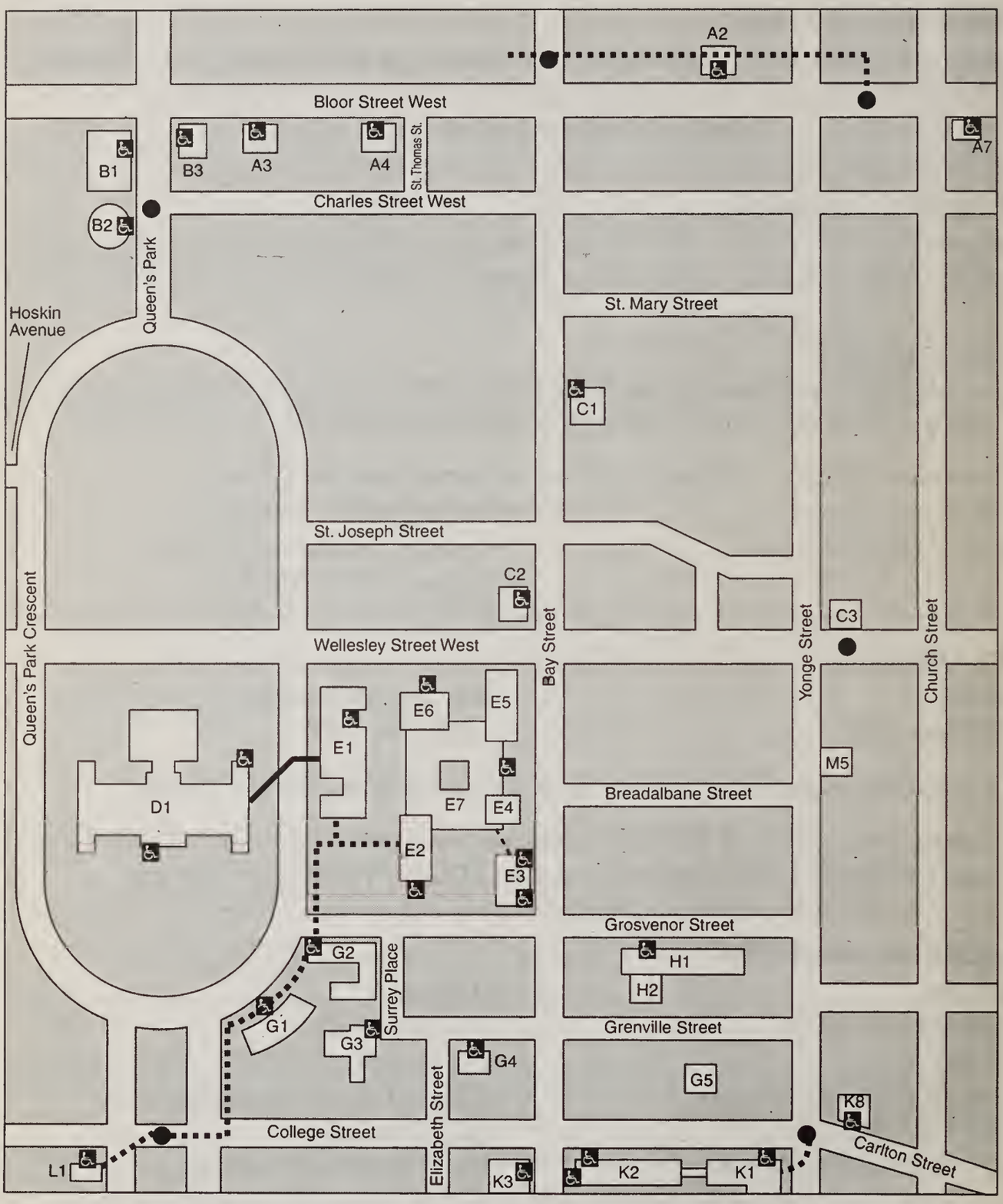
Customers can also access Publications Ontario On-Line (POOL) Service in the bookstore kiosk. The internet address is **www.publications.gov.on.ca**

LEGISLATION ON-LINE

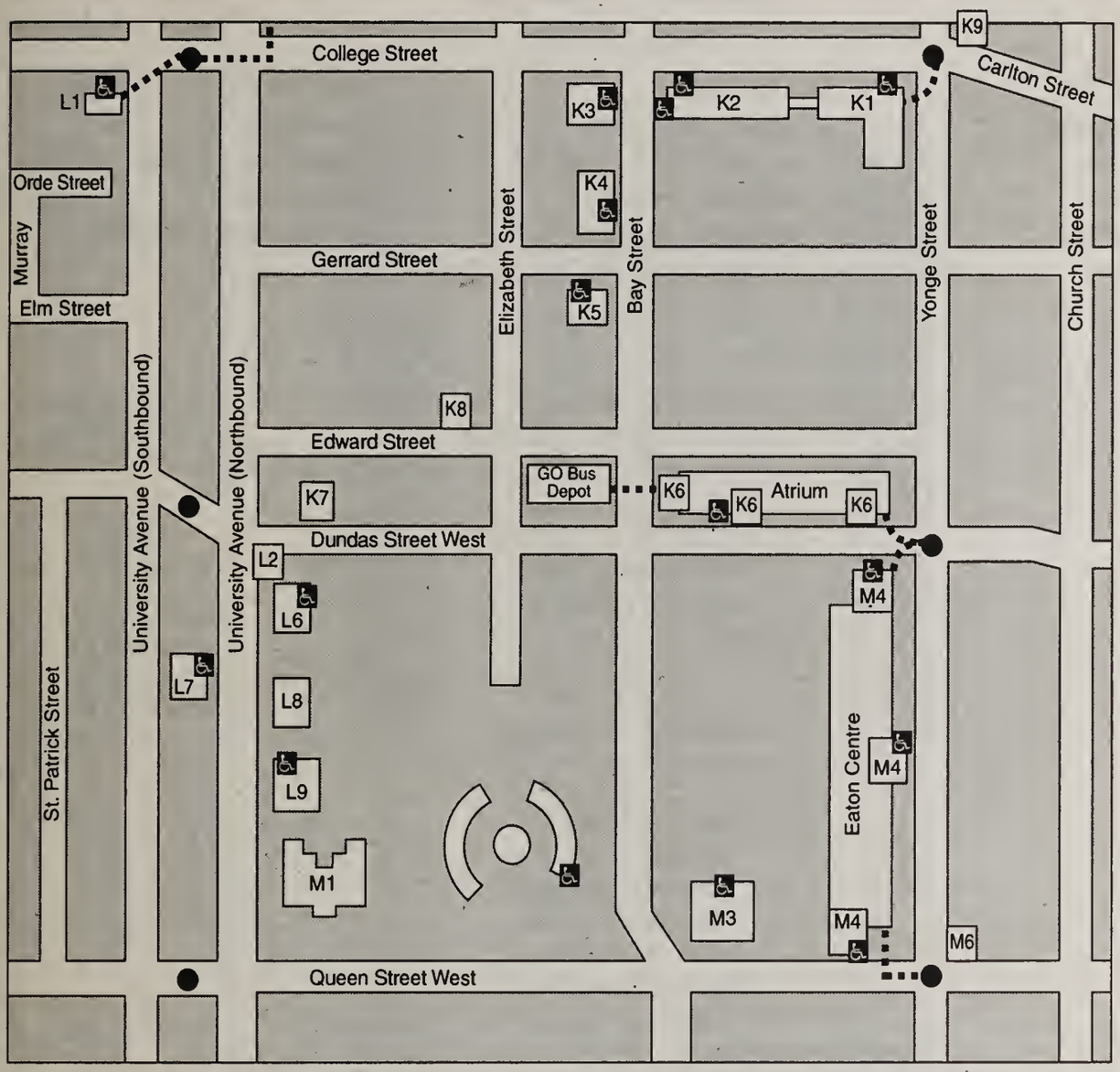
Legislation is also provided on-line through the e-Law Web site: **www.e-laws.gov.on.ca**

American Express, MasterCard and VISA are accepted for all purchases. Debit cards are also accepted for in-store purchase.

QUEEN'S PARK AREA MAP



QUEEN'S PARK AREA MAP



Queen's Park and Vicinity KEY ● **Subway** **Wheelchair Access** **Tunnel (Entrance from first basement)** **Subway tunnels**

LEGEND

A2 - 2 Bloor St. W.
A3 - 151 Bloor St. W.
A4 - 101 Bloor St. W.
A7 - 175 Bloor St. E.
B1 - 100 Queen's Park (Royal Ontario Museum)
B2 - 100 Queen's Park (Planetarium)
B3 - 125 Queen's Park (Q.P. Entrance) (Ombudsman Office) 157 Bloor St. W. (Bloor St. Entrance)
C1 - 1075 Bay St. (The Citadel)
C2 - 56 Wellesley St. W.
C3 - 40 Wellesley St. E.
D1 - Legislative Building
E1 - 99 Wellesley St. W. (Whitney Block)
E2 - 80 Grosvenor St. (Hepburn Block)
E3 - 880 Bay St. 50 Grosvenor St.
E4 - 900 Bay St. (Mowat Block)
E5 - 900 Bay St. (Hearst Block)
E6 - 77 Wellesley St. W. (Ferguson Block)
E7 - 900 Bay St. (Macdonald Block)
G1 - 7 Queen's Park Cr. (Frost Building South)
G2 - 95 Grosvenor St. (Frost Building North)
G3 - 2 Surrey Place
G4 - 77 Grenville St. (Archives of Ontario)
G5 - 18 Grenville St. (Q.P. Credit Union)
H1 - 25 Grosvenor St. (George Drew Bldg.)
H2 - 26 Grenville St. (Coroner's Office)
K1 - 444 Yonge St. (Provincial and Small Claims Courts)
K2 - 777 Bay St. (College Park)
K3 - 790 Bay St.
K4 - 720 Bay St. (Attorney General)
K5 - 700 Bay St. (Lucliff Place)
K6 - Atrium on Bay, includes: 20 Dundas St. W. 40 Dundas St. W. 595 Bay St.
K7 - 180 Dundas St. W.
K8 - 123 Edward St.
K9 - 2 Carlton St.
L1 - 700 University Ave.
L2 - 505 University Ave.
L6 - 439 University Ave.
L7 - 400 University Ave.
L8 - 393 University Ave.
L9 - 361 University Ave. (Court House)
M1 - 130 Queen St. W. (Osgoode Hall)
M3 - 60 Queen St. W. (Old City Hall)
M4 - Eaton Centre: includes: 1 Dundas St. W. (North Tower) 250 Yonge St. (East Tower) 20 Queen St. W. (South Tower)
M5 - 415 Yonge St.
M6 - 1 Queen St. E.

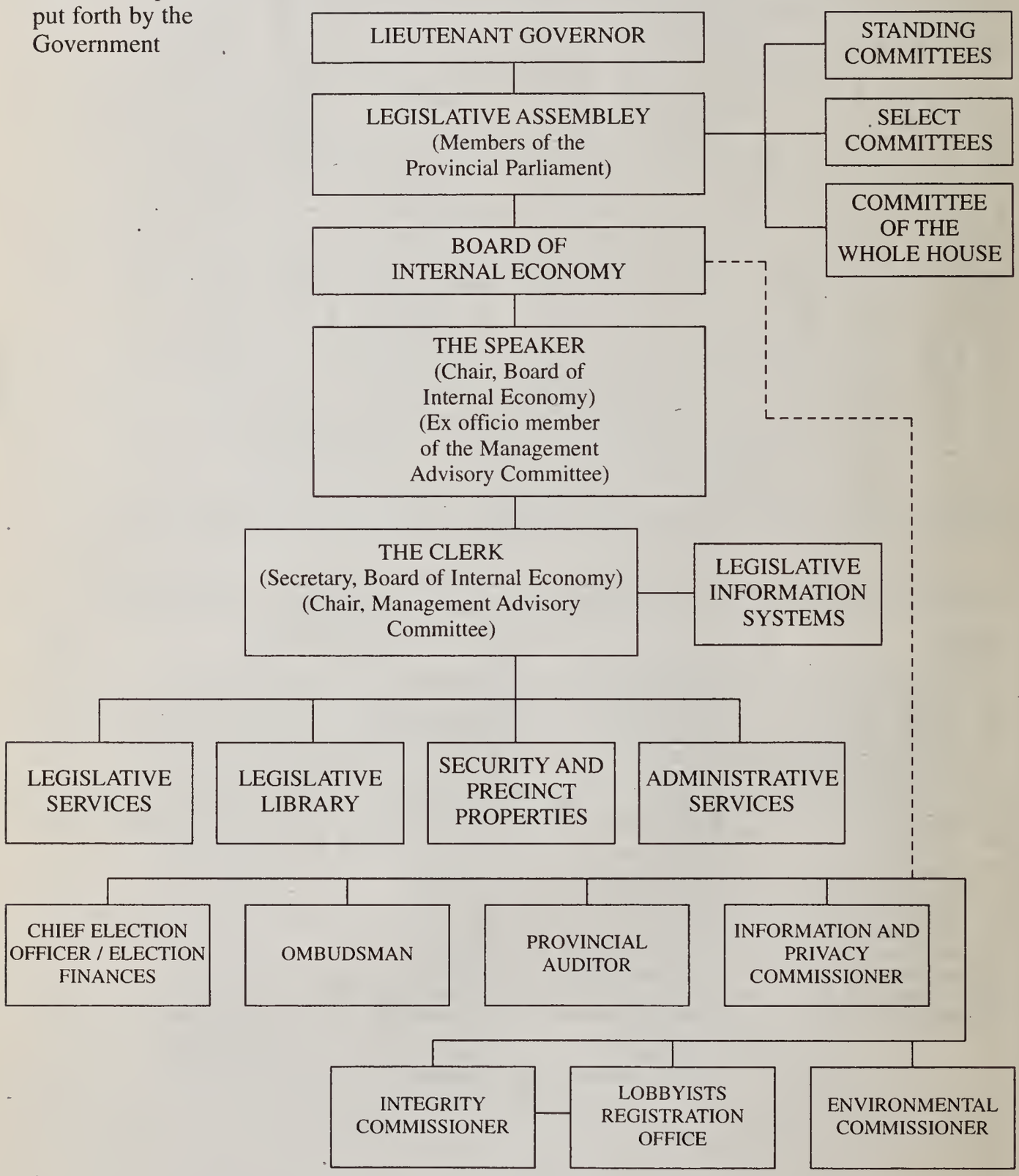
THE ONTARIO PARLIAMENT

PARLIAMENT
(encompasses three areas of responsibility)

LEGISLATIVE
- enacts, amends and repeals legislation
- authorizes the collection and expenditure of funds
- debates the policies put forth by the Government

JUDICIARY
- adjudicates civil and criminal disputes through all levels of courts in the province

EXECUTIVE
- formulates government policy
- administers government programs



CABINET AND ITS COMMITTEES

C	Chair
VC	Vice Chair
AM	Associate Minister
PA	Parliamentary Assistant

CABINET

COMPOSED OF THE PREMIER AND ALL MINISTERS

Priorities, Policy and Communications Board

- Premier (C)
- Finance
- Management Board
- Attorney General
- Education
- Environment & Energy
- Enterprise, Opportunity & Innovation
- Health & Long-Term Care
- Municipal Affairs & Housing
- Public Safety & Security

Management Board of Cabinet

- Management Board (C)
- Finance (VC)
- Agriculture & Food
- Community, Family & Children's Services
- Labour
- Northern Development & Mines
- Training, Colleges & Universities
- Transportation
- 3 Parliamentary Assistants as Advisers

Statutory Business Committee (Legislation, Regulations & Orders)

- Enterprise, Opportunity & Innovation (C)
- Enterprise, Opportunity & Innovation (AM)
- Francophone Affairs (AM)
- Health & Long-Term Care (AM)
- Citizenship
- Tourism & Recreation
- 4 Parliamentary Assistants (1 VC)

Policy Committees

- Economic & Resource
- Education
- Environment
- Health & Social Services
- Justice & Intergovernmental
- Privatization & SuperBuild

I&IT ORGANIZATION

The Office of the Corporate Chief Information Officer (CIO) provides corporate leadership for Information Management and Information Technology (I&IT) in the Ontario government. This office works with the seven Clusters to ensure that I&IT:

– is aligned with the government's business directions
– advances the government's business vision
– supports flexible, responsive, innovative public service
– enables the Ontario government to do business differently
– helps make Ontario the best place to live, work and do business

The Office of the CIO includes:

CENTRAL AGENCIES CLUSTER:
Cabinet Office
Management Board of Cabinet
Ministry of Finance

COMMUNITY SERVICES CLUSTER:
Ministry of Citizenship
Ministry of Culture
Ministry of Education
Ministry of Intergovernmental Affairs
Ministry of Municipal Affairs and Housing
Ministry of Tourism and Recreation
Ministry of Training, Colleges and Universities

ECONOMICS AND BUSINESS CLUSTER:
Ministry of Consumer and Business Services
Ministry of Enterprise, Opportunity and Innovation
Ministry of Labour

HUMAN RESOURCES CLUSTER:
Ministry of Community, Family and Children's Services
Ministry of Health and Long-Term Care

JUSTICE CLUSTER:
Ministry of the Attorney General
Ministry of Public Safety and Security

LAND AND RESOURCES CLUSTER:
Ministry of Agriculture and Food
Ministry of Environment and Energy
Ministry of Natural Resources
Ministry of Northern Development and Mines

TRANSPORTATION CLUSTER:
Ministry of Transportation

ORGANIZATION INDEX

Pages 1-35

MINISTRY ABBREVIATIONS

Ministries are designated by the below abbreviations. These acronyms are for the purpose of this directory only and are not approved designations. Agencies, boards and commissions are listed under their parent ministry.

Abbreviation	Ministry/Agency
CBS	Consumer and Business Services
CFC	Community, Family and Children's Services
ECO	Environmental Commissioner
EDU	Education
ENE	Environment and Energy
EOI	Enterprise, Opportunity and Innovation
FIN	Finance
ICO	Integrity Commissioner (includes Lobbyists Registration Office)
IPC	Information and Privacy Commissioner
LAB	Labour
LEG	Legislative Offices
LTG	Lieutenant Governor's Office
MAG	Attorney General
MAH	Municipal Affairs and Housing
MBS	Management Board of Cabinet (includes Secretariat)
MCL	Culture
MCZP	Citizenship
MEM	Legislative Assembly (MPPs)
MIA	Intergovernmental Affairs
MNR	Natural Resources
MOH	Health and Long-Term Care
MTO	Transportation
MTR	Tourism and Recreation
NAT	Native Affairs
NDM	Northern Development and Mines
OBD	Ombudsman Ontairo
OCE	Chief Election Officer
OFA	Francophone Affairs
OMAF	Agriculture and Food
OPA	Provincial Auditor
OPO	Cabinet Office
PSS	Public Safety and Security
TCU	Training, Colleges and Universities

ORGANIZATION INDEX

A

Aboriginal Healing and Wellness Strategy (CFC) 223
Aboriginal Health Office (MOH) 441
Aboriginal Issues Unit (MAG) 166
Aboriginal/Federal Relations (NAT) 502
Academic and Experience Requirements Committee of the Association of Ontario Land Surveyors (MNR) 535
Academic Standards and Evaluation (PSS) 607
Access and Inquiry Services (CBS) 255
Access Ontario (CBS) 255
Access To Professions and Trades Unit (TCU) 632
Accessibility Advisory Council of Ontario (MCZP) 204
Accessibility Directorate of Ontario (MCZP) 203
Accountant of the Superior Court of Justice (MAG) 192
Accounting Operations Unit (FIN) 378
Actuarial Services (FIN) 387
Addictions Programs (MOH) 420
Administration, Finance and Eligibility (MOH) 427
Administration (MAG) 165
Administrative Coordination (MIA) 455
Administrative Services Division (LEG) 125
Administrative Services (OMAF) 158
Adolescent Services (CFC) 236
Adoption Disclosure Section (CFC) 229
Adult Community Services (PSS) 571
Adult Developmental Services Unit (CFC) 246
Adult Institutional Services (PSS) 562, 572
Advertising Review Board (MBS) 490
Advisory Council on Special Education (EDU) 329
Agency Relations Office (MBS) 479
Agency Relations Section (CBS) 264
Agri-Food Services, Leamington (OMAF) 155
Agricorp Business Services Division (OMAF) 154
Agricorp (OMAF) 154
Agricultural Information Contact Centre (OMAF) 141
Agricultural Research Institute of Ontario (OMAF) 159
Agriculture and Rural Division (OMAF) 138
Agriculture, Food and Rural Affairs Appeal Tribunal (OMAF) 160
AIDS Bureau (MOH) 409
AIDS Hotline (MOH) 409
Air Policy and Climate Change Branch (ENE) 354
Alcohol and Gaming Commission of Ontario (CBS) 295
Alexandria Land Registry Office (Glengarry #14) (CBS) 271

Algoma District (MAG) 170
Algonquin Forestry Authority (MNR) 535
Almonte Land Registry Office (Lanark #27) (CBS) 271
Alternative Payment Programs Branch (MOH) 425
Alternative Payment Programs Unit (MOH) 425
Alternative Service Delivery (PSS) 562
Analytical Services and Cabinet Office Liaison (EOI) 338
Applied Research and Development Branch (MNR) 527
Applied Research (PSS) 609
Aquatic Research and Development Section (MNR) 527
Archives of Ontario (MBS) 477
Area Offices (ENE) 363
Area Teams (NDM) 556
Art Gallery of Ontario (MCL) 307
Arts and Cultural Industries Branch (MCL) 302
Arts and Cultural Industries Unit (MCL) 302
Assessment, Placement and Transfer (PSS) 574
Assessment Policy Unit (EDU) 324
Assessment Review Board (MAG) 164
Assets and Distribution (MBS) 489
Assistive Devices Program/Home Oxygen Program (MOH) 435
Athletic Commissioner's Office (CBS) 261
Audit Control and Analysis (FIN) 382
Audit (FIN) 380
Audit Services Branch (EDU) 315
Audit Services Branch (TCU) 627
Automobile Insurance Division (FIN) 387
Automobile Insurance Policy Unit (FIN) 387
Aviation and Forest Fire Management Branch (MNR) 514

B

Barrie Land Registry Office (Simcoe #51) (CBS) 271
Beef Cattle Financial Protection Program (OMAF) 145
Bell Cairn Staff Development Centre (PSS) 564
Belleville Land Registry Office (Hastings #21) (CBS) 272
Board of Funeral Services (CBS) 264
Board of Inquiry (Human Rights Code) (MCZP) 212
Board of Negotiation (OMAF) 160
Bookbinding Centre (CBS) 268
Bracebridge Land Registry Office (Muskoka #35) (CBS) 272
Brampton Land Registry Office (Peel #43) (CBS) 273
Branch Operational Support Services (MOH) 405
Brant County (MAG) 170
Brantford Land Registry Office (Brant #2) (CBS) 273
Bridge Office (MTO) 657
Briefings and Issues Unit (CFC) 214

Broadcast and Recording Service (LEG) 128
Broadcast Services (OMAF) 137
Brockville Land Registry Office (Leeds #28) (CBS) 274
Bruce County (MAG) 170
Budget Secretariat (FIN) 368
Building and Development Branch (MAH) 496
Building Code Commission (MAH) 497
Business Analysis Unit (CFC) 221
Business and Economic Development Cluster Policy Secretariat (EOI) 337
Business and Financial Planning Branch (PSS) 586
Business and Financial Planning Unit (PSS) 601
Business and Fiscal Planning Branch (ENE) 350
Business and Fiscal Planning Branch (MAG) 166
Business Applications Support (OMAF) 156
Business Development Branch (CBS) 254
Business Immigration (EOI) 341
Business Improvement Office (MOH) 402
Business Improvement Team (CBS) 270
Business Management Division (MAH) 493
Business Planning and Allocations Unit (CFC) 221
Business Planning and Corporate Services Branch (CBS) 294
Business Planning and Corporate Services Division (CFC) 219
Business Planning and Corporate Services Division (ENE) 360
Business Planning and Expenditure Management Branch (EDU) 315
Business Planning and Expenditure Management Branch (MBS) 485
Business Planning and Finance Branch (EOI) 334
Business Planning and Financial Management Branch (MBS) 479
Business Planning and Standards (PSS) 603
Business Planning Secretariat (NDM) 541
Business Practices Unit (CFC) 221
Business Self-Help Offices (NDM) 557
Business Services Branch (EDU) 317
Business Services Office (MTO) 654
Business Solutions Branch (FIN) 367
Business Solutions Consultants (PSS) 584
Business Solutions Division (CFC) 216
Business Solutions Division (MOH) 400
Business Solutions Group (OMAF) 156
Business Solutions Services - Forests Section (MNR) 533
Business Solutions Services - Natural Resources Management Section (MNR) 533
Business Solutions Services (NDM) 542

C

Cabinet Office (OPO) 111
Cancer Care Ontario (MOH) 444
Capacity Assessment Office (MAG) 190

Capital Markets Division (FIN) 393
Capital Markets Treasury Division (FIN) 393
Capital Services Branch (MOH) 404
Carrier Enforcement Program Office (MTO) 663
Carrier Safety and Enforcement Branch (MTO) 663
Carrier Safety Enhancements Project (MTO) 663
Carrier Safety Policy Office (MTO) 664
Carrier Sanctions and Investigation Office (MTO) 664
Cayuga Land Registry Office (Haldimand #18) (CBS) 274
CCAC Branch (MOH) 409
Cemeteries Section (CBS) 262
Central Agencies Information and Information Technology Cluster (FIN) 366
Central Area (MCL) 305
Central Area (MTR) 618
Central District Field Offices (TCU) 635
Central East Driver Examination Coordinator (MTO) 665
Central East Region - Newmarket (CFC) 231
Central Public Health Laboratory (MOH) 432
Central Region Drivers and Vehicles (MTO) 665
Central Region East (MOH) 429
Central Region (ENE) 357
Central Region (EOI) 335
Central Region (LAB) 469
Central Region (MTR) 614
Central Region (OMAF) 138
Central Region (Toronto) (MTO) 646
Central Region West (MOH) 429
Central Services Unit (CFC) 228
Central South Region (MOH) 430
Central Toronto Driver Examination Coordinator (MTO) 666
Central West Driver Examination Coordinator (MTO) 666
Centralized Finance and Administration (FIN) 380
Centre for Northern Forest Ecosystem Research (MNR) 527
Centre of Forensic Sciences (PSS) 603
Certification and Accreditation Unit (PSS) 607
Chaplaincy Services Ontario (CFC) 229
Chatham Land Registry Office (Kent #24) (CBS) 274
Chief Justice of the Ontario Court of Justice (MAG) 184
Chief Justice of the Superior Court of Justice (MAG) 184
Child Abuse Register Section (CFC) 229
Child and Family Services Review Board (CFC) 229
Child Welfare and Young Offenders Branch (CFC) 224
Child Welfare Review Unit (CFC) 230
Children with Special Needs Branch (CFC) 224
Children's Lawyer (MAG) 189
Children's Programs and Corporate Systems I&IT (CFC) 216
Children's Services Unit (CFC) 247
Citizens' Inquiry Bureau (CBS) 256

Citizenship Development Branch (MCZP) 204
Citizenship Division (MCZP) 203
City of Kawartha Lakes and Haliburton (MAG) 170
Civil Remedies for Illicit Activities (MAG) 193
Civil Service Commission (MBS) 476
Claims Department (OMAF) 159
Claims Office (MTO) 643
Clerk of the Legislative Assembly (LEG) 124
Clerk's Office (LEG) 125
Client Account Unit (OMAF) 144
Client Services Department (MAG) 191
Client Services (OMAF) 138
Client Services Section (MNR) 532
Cobourg Land Registry Office (Northumberland #39) (CBS) 275
Cochrane District (MAG) 170
Cochrane Land Registry Office (Cochrane #6) (CBS) 275
Collection Management Unit (MBS) 487
Collections and Compliance Branch (FIN) 377
College of Midwives of Ontario (MOH) 451
Colleges Branch (TCU) 629
Committees Branch (LEG) 129
Common Services Unit (PSS) 582
Communications and Corporate Affairs Branch (FIN) 365
Communications and Information Branch (MOH) 399
Communications and Marketing Branch (CFC) 214
Communications and Marketing Branch (LAB) 464
Communications and Public Affairs Branch (EOI) 332
Communications and Public Relations (OMAF) 157
Communications Branch (EDU) 314
Communications Branch (ENE) 347, 360
Communications Branch (MAG) 164
Communications Branch (MAH) 492
Communications Branch (MCL) 300
Communications Branch (MCZP) 206
Communications Branch (MTO) 640
Communications Branch (MTR) 613
Communications Branch (OMAF) 136
Communications Branch (PSS) 561, 589
Communications Branch (TCU) 626
Communications (NAT) 503
Communications Services Branch (CBS) 252
Communications Services Branch (MBS) 477
Communications Services Branch (MNR) 505
Communications Services Branch (NDM) 539
Community and Developmental Services Division (CFC) 222
Community and Developmental Services Programs Unit (CFC) 226
Community and Social Services I&IT (CFC) 216
Community and Young Offender Services (PSS) 564

Community Care Access Centres (CCAC) (MOH) 445
Community Health Centre Program (CHC) (MOH) 410
Community Programs (PSS) 603
Community Programs Unit (MOH) 440
Community Services 1 (CFC) 237
Community Services 2 (CFC) 238
Community Services and Homelessness Prevention Programs Branch (CFC) 223
Community Services (C.S.) (CFC) 237
Community Services Unit (CFC) 223
Companies and Personal Property Security Branch (CBS) 266
Competitiveness Issues Unit (EOI) 338
Compliance and Consumer Services Section (CBS) 262
Compliance Review Services (CFC) 246
Comprehensive Audit and Investigations (CFC) 219
Consent and Capacity Board (MOH) 448
Conservation Review Board (MCL) 307
Constituencies - Members of Provincial Parliament (MPPS) (MEM) 116
Constitutional Law Branch (MAG) 193
Construction and Operations Branch (MTO) 643
Construction Health and Safety Program (LAB) 459
Construction Office (MTO) 644, 654
Consumer Services Bureau (CBS) 262
Contract Compliance Unit (PSS) 563
Controller's Office (CFC) 221
Controllership Office (NDM) 541
Coordinated Services Unit (EDU) 328
Coordination and Analysis Unit (NDM) 558
Copyright Unit (CBS) 259
Cornwall Land Registry Office (Stormont #52) (CBS) 276
Corporate Aboriginal Policy and Management (NAT) 503
Corporate Agency Relations Unit (MCL) 301
Corporate and Commodity Taxation Branch (FIN) 374
Corporate and Field Services Division (EOI) 334
Corporate and Quality Service Division (FIN) 368
Corporate Architecture Branch (MBS) 483
Corporate Communications Bureau (PSS) 600
Corporate Coordination Office (MOH) 403
Corporate Finance Division (FIN) 393
Corporate Financial Services (MOH) 407
Corporate Freedom of Information and Protection of Privacy Unit (CFC) 215
Corporate Labour Relations/Negotiations Secretariat (MBS) 478
Corporate Liaison and Resource Service (MOH) 415
Corporate Management and Services Division (EDU) 315
Corporate Management and Services Division (TCU) 626
Corporate Management Branch (MOH) 402
Corporate Management Division (ENE) 350
Corporate Management Division (MNR) 506
Corporate Planning and Finance Branch (FIN) 368

Corporate Planning Branch (MAG) 169
Corporate Policy and Intergovernmental Affairs Branch (CFC) 219
Corporate Policy and Public Affairs Branch, Director's Office (FIN) 389
Corporate Policy Branch (MBS) 486
Corporate Policy Branch (MOH) 436
Corporate Policy Branch (PSS) 587
Corporate Policy (MCZP) 208
Corporate Policy Secretariat (NDM) 540
Corporate Policy Unit (CFC) 219
Corporate Policy Unit (MCL) 301
Corporate Projects and Freedom of Information (OMAF) 153
Corporate Research and Evaluation (PSS) 587
Corporate Resources Branch (MCL) 304
Corporate Resources Branch (MCZP) 208
Corporate Resources Branch (MTR) 616
Corporate Security Branch (MBS) 481
Corporate Services and Organizational Development Division (MOH) 402
Corporate Services Branch (FIN) 389
Corporate Services Division (MTO) 641
Corporate Services Management Division (MAG) 166
Corporate Systems Branch (FIN) 367
Corporations Tax Branch (FIN) 377
Correctional Centres (PSS) 566
Correctional Services (PSS) 561
Corrections (PSS) 562
Correspondence Unit (CFC) 215
Corridor Management Office (MTO) 647
Council of College of Veterinarians of Ontario (OMAF) 160
Council of the Association of Ontario Land Surveyors (MNR) 535
Court of Appeal for Ontario (MAG) 183
Court Services Division (MAG) 169
Courthouses (MAG) 170
Courts of Justice (MAG) 183
Creative Services (OMAF) 136
Criminal Injuries Compensation Board (MAG) 199
Criminal Intelligence Service Ontario (CISO) (PSS) 602
Criminal Law Division (MAG) 184
Crop Technology (OMAF) 141
Crown Law Office - Civil (MAG) 194
Crown Timber Board of Examiners (MNR) 536
Cultural Agency Coordination (MCL) 302
Curriculum and Assessment Policy Branch (EDU) 323
Custody Review Board (CFC) 230
Customer Action Centre (OMAF) 159
Customer Information Services Office (MTO) 641
Customer Service and Marketing Unit (CBS) 260
Customer Service (MBS) 481

D

Dairy Food Safety Program (OMAF) 145
Data Management and Analysis Office (MTO) 660
Data Management Unit (MOH) 413
Database Management (NDM) 543
Databases and Directories (CBS) 256
Debt Recovery Section (CBS) 263
Debt Retirement Charge Program (FIN) 383
Delegated Authority Liaison (CBS) 264
Delivery of Government Services (NDM) 552
Delivery Services (MBS) 482
Demonstration Schools (EDU) 320
Deposit Insurance Corporation of Ontario (FIN) 386
Deposit-Taking Institutions Policy (FIN) 373
Deputy Attorney General (MAG) 164
Deputy Fire Marshal (PSS) 608
Desk Audit (FIN) 377
Detachments (PSS) 593, 596, 599
Detention Centres (PSS) 568
Developmental Services Branch (CFC) 224
Diabetes Program (MOH) 410
Direct Payment and Regulatory Programs (MOH) 440
Directors of Crown Operations (MAG) 185
Disability Adjudication Unit (CFC) 231
Disease Control Service (MOH) 415
Dispute Resolution Services Branch (FIN) 390
District Health Councils (MOH) 449
District Offices (EDU) 319
District Offices (LAB) 461, 462, 463
Division Services Office (MTO) 656
Divisional Coordination Unit (MOH) 403
Divisional Decision Support Unit (MOH) 412
Divisional Finance - Hospitals (MOH) 412
Divisional Finance - Long-Term Care (MOH) 412
Divisional Finance - Mental Health (MOH) 413
Divisional Finance (MOH) 412
Domestic Marketing Unit (OMAF) 147
Domestic Violence Work Team (MAG) 196
Drainage and Hydrology Engineering (MTO) 647
Drive Clean Office (ENE) 352
Driver Examination Centre/MTO Issuing Office (MTO) 665
Driver Examination Centres and Enforcement Offices (MTO) 652, 653
Drug Programs Branch (MOH) 426
Drug Programs Management Unit (MOH) 427
Drug Quality and Therapeutics Committee (MOH) 451
Drug Testing Laboratory (MOH) 434

Dufferin County (MAG) 171
Durham Field Audit (FIN) 383
Durham Region (MAG) 171

E

e-Government Branch (MBS) 484
Early Reading and Early Math Project (EDU) 325
Early Years and Healthy Child Development Branch (CFC) 225
Early Years Challenge Fund Branch (CFC) 225
East Region (OMAF) 139
Eastern District Field Offices (TCU) 635
Eastern Region - Ottawa (MOH) 430
Eastern Region (ENE) 357
Eastern Region (EOI) 335
Eastern Region (Kingston) (MTO) 649
Eastern Region (MTR) 614
EBC Staff - Hearst Block Operation (EOI) 333
Economic Development (MAH) 492
Economic Development (OMAF) 141
Economic Development Strategy Branch (EOI) 337
Economics and Business Cluster - Information and Information Technology (CBS) 253
Economics and Business Cluster - Information and Information Technology (EOI) 332
Economics and Business Cluster - Information and Information Technology (LAB) 456
Education, Awareness and Outreach (MCZP) 207
Education Finance Branch (EDU) 317
Education Information Service (EIS) (LAB) 466
Education Quality and Accountability Office (EDU) 330
Education Relations Commission/College Relations Commission (LAB) 471
Electrical Safety Authority (ESA) (CBS) 264
Electricity Policy Branch (ENE) 361
Electricity Restructuring Office (ENE) 361
Elementary Curriculum Policy Unit (EDU) 324
Elementary/Secondary Business and Finance Division (EDU) 317
Elgin County (MAG) 171
Emergency Health Services Branch (MOH) 410
Emergency Health Services Provincial Field Offices (MOH) 411
Emergency Management Ontario (PSS) 603
Emergency Situation Response Team (OMAF) 152
Employee Services Branch (EOI) 334
Employment and Business Development Division (EOI) 337
Employment and Labour Policy Branch (LAB) 465
Employment Practices Branch (LAB) 458
Employment Standards Policy Interpretation and Appeals (LAB) 458
Energy Division (ENE) 360
Energy Economics and Financial Analysis Section (ENE) 361
Energy (ENE) 360

Energy Policy Branch (ENE) 361
Energy Pricing Competitiveness Analysis (ENE) 362
Enforcement Branch (MNR) 508
Engineering Office (MTO) 647, 654
Engineering Standards Branch (MTO) 656
Entrepreneurship and Field Services Branch (EOI) 335
Entrepreneurship (EOI) 335
Environment (ENE) 347
Environmental Assessment and Approvals Branch (ENE) 349
Environmental Bill of Rights Office, Freedom of Information Office and Information Resource Centre (ENE) 350
Environmental Commissioner of Ontario (ECO) 132
Environmental Economics (ENE) 362
Environmental Health and Toxicology Unit/Safe Water Unit (MOH) 415
Environmental Liaison Office (ENE) 354
Environmental Monitoring and Reporting Branch (ENE) 352
Environmental Partnerships Branch (ENE) 352
Environmental Policy and Standards (MTO) 661
Environmental Review Tribunal (ENE) 362
Environmental Sciences and Standards Division (ENE) 351
Environmental SWAT Team (ENE) 356
Epidemiology and Surveillance Unit (MOH) 416
ESD Implementation (Business) (CBS) 254
ESD Implementation (Individuals) (CBS) 255
Essex County (MAG) 171
Estates Administration Unit (MAG) 191
Executive Director - Health Care Programs (MOH) 408, 409
Executive Director's Office (LEG) 127
Executive Director's Office (MOH) 436
Exhibit Services (OMAF) 137
Export Marketing Unit (OMAF) 147

F

Facilities and Business Services Branch (MTO) 641
Facilities Management Services (MOH) 406
Facilities Management Services (OMAF) 153
Family Health and Injury Prevention (MOH) 417
Family Justice Services Division (MAG) 189
Family Responsibility Office (CFC) 226
Farm Business Registration (OMAF) 155
Farmlands Property Class Tax Programs (OMAF) 150
Field Audit Offices (FIN) 378
Field Offices (EOI) 335
Field Offices (LAB) 468
Field Operations Branch (MTO) 667
Field Services Branch (EDU) 319

Field Services Division (MNR) 507
Finance and Administration Branch (LAB) 457
Finance and Business Services Branch (MNR) 506
Finance and Business Systems (PSS) 565
Finance and Information Management Branch (MOH) 411
Finance and Information Technology Unit (CFC) 227
Finance Branch (MTO) 642
Finance Department (OMAF) 156
Finance Service Delivery Branch (MBS) 487
Financial Analysis Branch (FIN) 371
Financial and Protection Services (OMAF) 155
Financial Hardship Unlocking Section (FIN) 391
Financial Management Branch (OMAF) 151
Financial Planning and Business Management Branch (CFC) 220
Financial Planning (NDM) 541
Financial Reporting Unit (CFC) 222
Financial Resources Unit (PSS) 565
Financial Services Commission (FIN) 386
Financial Services (LEG) 126
Fire Evaluation (PSS) 609
Fire Protection Services - Monitoring and Evaluation (PSS) 608
Fire Protection Services - Municipal Review (PSS) 608
Fire Safety Commission (PSS) 610
Fire Safety Standards (PSS) 610
Fiscal and Financial Policy Division (FIN) 370
Fiscal Planning Branch (FIN) 371
Fiscal Strategies Branch (MOH) 405
Fish and Wildlife Advisory Board (MNR) 536
Fish and Wildlife Branch (MNR) 515
Fish Culture Stations (MNR) 515
Food Industry Competitiveness Branch (OMAF) 144
Food Industry Division (OMAF) 143
Food Inspection Branch (OMAF) 145
Food Safety Policy Branch (OMAF) 148
Food Services (Sodexho Marriott) (LEG) 126
Forensic Pathology Unit (PSS) 605
Forest Management Branch (MNR) 514
Forest Research and Development Section (MNR) 528
Forests Division (MNR) 513
Fort Frances Land Registry Office (Rainy River #48) (CBS) 276
Fraud Programs (MOH) 432
Freedom of Information and Privacy - Attorney General (MAG) 167
Freedom of Information and Privacy - Attorney General (PSS) 587
Freedom of Information and Privacy Office (NDM) 540
Freedom of Information and Privacy Unit (MAH) 493
Freedom of Information and Protection of Privacy (EDU) 316
Freedom of Information and Protection of Privacy Office (CBS) 294
Freedom of Information and Protection of Privacy Office (FOI) (FIN) 369

Freedom of Information and Protection of Privacy Office (MOH) 403
Freedom of Information and Protection of Privacy (TCU) 627
Freedom of Information (MTO) 671
Freedom of Information/Protection of Privacy Unit (MCZP) 208
Freedom of Information/Protection of Privacy Unit (MTR) 617
Freight Office (MTO) 661
French-Language Education and Educational Operations (EDU) 318
French-Language Education Policy and Programs Branch (EDU) 320
French Language Health Services (MOH) 414
French Language Services (CBS) 295
French Language Services (LAB) 464
French Language Services (LEG) 125
French Language Services (MAG) 167
French Language Services (PSS) 588
French Services (ENE) 351
Frontenac County (MAG) 172

G

General Administrative Services Delivery Branch (MBS) 487
Geographic Information Ontario (MNR) 529
Geomatic Service Centre (MNR) 529
Geomatics Office (MTO) 657
Geoscience Assessment Office (NDM) 546
Geoscience Laboratories Section (NDM) 543
Geosmart (MNR) 529
GO Transit (MTO) 671
Goderich Land Registry Office (Huron #22) (CBS) 276
Gore Bay Land Registry Office (Manitoulin #31) (CBS) 277
Governance and Labour Relations Branch (EDU) 318
Government Caucus Office (LEG) 131
Government Information Centres (CBS) 256
Government Mail and Print Services (MBS) 488
Government Mobile Communications Office (MBS) 482
Government Translation Service Unit (MBS) 488
Grain Financial Protection Board (OMAF) 161
Grey County (MAG) 172
Grievance Settlement Board (LAB) 467
Guelph Land Registry Office (Wellington #61) (CBS) 277

H

Haileybury Land Registry Office (Timiskaming #54) (CBS) 278
Haldimand County (MAG) 172
Halton (MAG) 172
Hamilton Land Registry Office (Wentworth #62) (CBS) 278

Hamilton (MAG) 173
Hansard Reporting and Interpretation Services (LEG) 129
Hastings (MAG) 173
Hawkesbury Land Registry Office (Prescott #46) (CBS) 279
Healing Arts Radiation Protection Commission (HARP) (MOH) 451
Health Boards Secretariat (MOH) 451
Health Care Programs Division (MOH) 408
Health Care Programs I&IT (CFC) 217
Health Data and Decision Support Unit (MOH) 438
Health Economics Branch (MOH) 437
Health Information and Sciences Branch (MOH) 437
Health Information Privacy Unit (MOH) 437
Health Information Product and Services Unit (MOH) 438
Health Network Operations and Development (HNOD) (MOH) 427
Health Planning Branch (MOH) 437
Health Professions Appeal and Review Board (MOH) 452
Health Professions Regulatory Advisory Council (MOH) 440
Health Promotion and Wellness (MOH) 416
Health Reform Implementation Team (MOH) 405
Health Sciences Policy Unit (MOH) 437
Health Service Organization Programs (MOH) 426
Health Services Appeal and Review Board (MOH) 452
Health Services Division (MOH) 425
Health Services Programs I&IT (CFC) 217
Health System Performance Unit (MOH) 441
Health System Policy Unit (MOH) 442
Hearst Detachment (PSS) 596
Heritage and Libraries Branch (MCL) 302
Heritage Operations (MCL) 303
Heritage Policy and Program Development (MCL) 303
Highway Design Office (MTO) 657
Homelessness Prevention Programs Unit (CFC) 223
Horticulture (OMAF) 146
Hospitals Branch (MOH) 419
Human Resources and Change Management Branch (MBS) 481
Human Resources and Organizational Development Branch (MOH) 404
Human Resources Branch (CBS) 294
Human Resources Branch (CFC) 222
Human Resources Branch (EDU) 315
Human Resources Branch (ENE) 351
Human Resources Branch (FIN) 369
Human Resources Branch (LAB) 457
Human Resources Branch (MAG) 167
Human Resources Branch (MCL) 304
Human Resources Branch (MCZP) 209
Human Resources Branch (MNR) 506
Human Resources Branch (MTO) 642
Human Resources Branch (MTR) 617

Human Resources Branch (NDM) 541
Human Resources Branch (OMAF) 151
Human Resources Branch (PSS) 588
Human Resources Branch (TCU) 627
Human Resources Division (MBS) 478
Human Resources (LEG) 126
Human Resources Service Delivery Branch (MBS) 489
Human Resources Services Branch (MBS) 480
Human Resources Strategies Branch (MBS) 478
Human Resources Unit (CFC) 227, 247
Human Rights Team (MCZP) 205
Human Services Information and Information Technology Cluster (CFC) 216
Human Services Information and Information Technology Cluster (MOH) 399
Huron (MAG) 173
Huronia Historical Parks (MTR) 622

I

I-Solutions (FIN) 367
Immigration and Settlement (MCZP) 205
Implementation and Transition Secretariat (ENE) 348
Income Support (CFC) 238
Income Tax Related Programs Branch (FIN) 379
Independent Health Facilities Program (MOH) 426
Independent Investigations Unit (PSS) 561, 589
Independent Member of Provincial Parliament (LEG) 132
Industrial and Financial Policy Branch (FIN) 372
Industrial Health and Safety Program (LAB) 459
Industrial Sectors Policy (FIN) 373
Industry Relations Branch (MNR) 514
Industry Sectors (LAB) 473
Information Access Section (MNR) 530
Information Analysis and Reporting Unit (MOH) 413
Information and Administrative Services (LAB) 460
Information and Communications Technologies Branch (EOI) 343
Information and Information Technology Branch (NDM) 540
Information and Information Technology Strategy,
Policy, Planning and Management Branch (MBS) 484
Information and Marketing Services Section (NDM) 543
Information and Privacy Commissioner/Ontario (IPC) 132
Information and Services Branch (CBS) 255
Information Infrastructure Systems (MNR) 531
Information Knowledge Management Electronic Service Delivery (PSS) 584
Information Management and IT Security (CFC) 217
Information Management and IT Security (MOH) 400
Information Management and Technology Branch (ENE) 351
Information Management Branch (EDU) 318

Information Management Unit (MOH) 413
Information Management Unit (PSS) 572
Information Planning and Implementation Unit (MOH) 413
Information Resource Management Branch (MNR) 528
Information Resources Branch (LEG) 128
Information Technology Architecture and Video Remand Project (PSS) 584
Information Technology Management Branch (OMAF) 151
Information Technology (OMAF) 156
Infrastructure Program Management Office (MBS) 483
Infrastructure Renewal Project (PSS) 563
Infrastructure Service Branch (PSS) 585
Infrastructure Services (MNR) 532
Innovation and Business Development Branch (EOI) 336
Innovation and Risk Management Branch (OMAF) 151
Innovation Unit (OMAF) 152
Institutional Programs Unit (MOH) 440
Institutions (PSS) 566
Insurance and Cooperatives Policy (FIN) 373
Integrated Environmental Planning Division (ENE) 354
Integrated Financial Information System (IFIS) (FIN) 372
Integrated Justice Information Technology Division (MAG) 193
Integrated Justice Information Technology Division (PSS) 583
Integrated Justice Project (PSS) 563, 585
Integrated Policy and Planning Division (MOH) 436
Integrated Service Delivery Division (CBS) 254
Integrated Services for Children Division (CFC) 224
Integrated Services for Children Division (MOH) 442
Intelligent Transportation Systems Office (MTO) 660
Inter-Ministry Council on Science, Technology and Innovation (EOI) 344
Inter-Regional Transit Office (MTO) 662
Interface Program (CFC) 236
Intergovernmental Affairs Unit (CFC) 220
Intergovernmental Policy Unit (MOH) 436
Internal Administrative Services Division (LAB) 457
Internal Audit Division (MBS) 479
Internal Audit Service (MOH) 404
Internal Audit Services (CBS) 252
Internal Audit Services (ENE) 348
Internal Audit Services (EOI) 336
Internal Audit Services (FIN) 365
Internal Audit Services (MAG) 168
Internal Audit Services (MCL) 300
Internal Audit Services (MCZP) 206
Internal Audit Services (MTR) 613
Internal Audit Services (NDM) 542
Internal Audit Services (OMAF) 152
Internal Ministry Services Division (MBS) 479
International Investment Sales (EOI) 342

International Investment Services (EOI) 341
International (Latin America, Central and Eastern Europe, Africa and Asia) (EOI) 345
International (United States and European Market) (EOI) 345
Interparliamentary and Public Relations Branch (LEG) 129
Inventory Monitoring and Assessment Section (MNR) 533
Investigation and Security Unit (PSS) 572
Investigations and Enforcement Branch (ENE) 356
Investigations Section (CBS) 262
Investment and Development Office (MTR) 613
Investment Branch (EOI) 340
Investment Development Unit (OMAF) 144
Investment Division (EOI) 340
Investment Marketing and Sales Branch (EOI) 342
Investment Marketing Section (EOI) 343
iSERV Ontario (MBS) 481
Issues Management and Agencies, Boards and Commissions (LAB) 457
IT Procurement Planning Section (MBS) 484
IT Procurement Services Section (MBS) 485

J

Jails (PSS) 568
Journals and Procedural Research Branch (LEG) 130
Judicial Appointments Advisory Committee (MAG) 199
Justice Sector Facilities Branch (MAG) 168
Justice Sector Facilities Branch (PSS) 588

K

Kenora District (MAG) 174
Kenora Land Registry Office (Kenora #23) (CBS) 279
Kent County (MAG) 174
Key Investment Account Program (EOI) 341
Kingston Land Registry Office (Frontenac #13) (CBS) 279
Kitchener District (MTO) 655
Kitchener Land Registry Office (Waterloo #58) (CBS) 280
Knowledge Management Team (MAG) 169

L

Laboratories Branch (MOH) 432
Laboratory Licensing and Inspection Service (MOH) 434
Laboratory Services Branch (ENE) 353
Labour and Demographic Analysis Branch (FIN) 374
Labour Management Services (LAB) 465

Labour Market Information and Research Unit (TCU) 632
Labour Market Policy Development and Intergovernmental Relations Unit (TCU) 632
Labour Market Policy Planning and Research Branch (TCU) 631
Lambton County (MAG) 174
Lanark County (MAG) 174
Land and Resources Cluster Office (MNR) 526
Land and Resources Data Administration Section (MNR) 531
Land Registry Offices (CBS) 270
Land Use Policy Branch (ENE) 354
Lands and Waters Branch (MNR) 516
Languages of Instruction Commission of Ontario (EDU) 330
Leeds and Grenville (MAG) 174
Legal Aid Ontario (MAG) 189
Legal Aid Policy and Liaison (MAG) 189
Legal Branch (FIN) 393
Legal Services - Charitable Property (MAG) 192
Legal Services Branch - Toronto (FIN) 366
Legal Services Branch (CFC) 218
Legal Services Branch (EDU) 316
Legal Services Branch (ENE) 348
Legal Services Branch (EOI) 333
Legal Services Branch (FIN) 389
Legal Services Branch (LAB) 456
Legal Services Branch (MBS) 477
Legal Services Branch (MCL) 304
Legal Services Branch (MCZP) 209
Legal Services Branch (MNR) 505
Legal Services Branch (MOH) 401
Legal Services Branch (MTO) 640
Legal Services Branch (MTR) 617
Legal Services Branch (NAT) 503
Legal Services Branch (OMAF) 137
Legal Services Branch (PSS) 562, 589
Legal Services Branch (TCU) 628
Legal Services (CBS) 253
Legal Services Division (MAG) 193
Legal Services (NDM) 540
Legal Services Program Support - Dispute Resolution Office (MAG) 194
Legal Services Program Support - Law Library (MAG) 194
Legal Services Program Support Branch (MAG) 194
Legislative Assembly of Ontario (MEM) 113
Legislative Counsel (MAG) 195
Legislative Information Systems (LEG) 125
Legislative Library (LEG) 127
Legislative Offices (LEG) 113
Legislative Priorities Unit (MOH) 438
Legislative Security Service (LEG) 130
Legislative Services (LEG) 128

Lennox and Addington County (MAG) 175
Liberal Caucus Service Bureau (LEG) 131
Libraries (MCL) 303
Licence Appeal Tribunal (CBS) 296
Licensing and Compliance Division (FIN) 390
Licensing and Control Branch - Operations (MTO) 668
Licensing and Control Branch - Planning (MTO) 668
Life Sciences and Technologies Branch (EOI) 344
Lindsay Land Registry Office (Victoria #57) (CBS) 280
Liquor Control Board of Ontario (CBS) 297
Literacy and Basic Skills (TCU) 634
Livestock Financial Protection Board (OMAF) 161
Livestock Medicines Advisory Committee (OMAF) 161
Livestock Technology (OMAF) 142
Lobbyists Registration Office (ICO) 134
Local Boards Liaison/Community Relations Unit (TCU) 632
Local Government Division (MAH) 494
Local Offices (CFC) 233, 238, 240, 242, 243, 248
London District (MTO) 655
London Land Registry Office (Middlesex #33) (CBS) 281
Long-Term Care Facilities (MOH) 419
Long-Term Care Redevelopment Project (MOH) 443

M

Macroeconomic Analysis and Policy Branch (FIN) 374
Maintenance Office (MTO) 644
Maintenance Operations (MTO) 654
Management and Control (CFC) 249
Management and Operational Support Branch (PSS) 571
Management Board of Cabinet (MBS) 476
Management Board Secretariat (MBS) 476
Management Services Office (FIN) 367
Management Support Branch (CFC) 226
Manitoulin District (MAG) 175
Market Development Branch (OMAF) 147
Market Development (MTR) 624
Market Housing Branch (MAH) 496
Marketing and Planning (EOI) 346
Marketing and Sales Division (OMAF) 157
Marketplace Standards and Services Branch (CBS) 261
Materials Engineering and Research Office (MTO) 658
Materials Testing Laboratory (LAB) 460
McMichael Canadian Art Collection (MCL) 308
Meat Inspection Operations (OMAF) 146
Meat Inspection Policy and Audit Services (OMAF) 146
Media Studio (LEG) 128

Medical Advisory Secretariat (MOH) 401
Medical Eligibility Committee (MOH) 452
Medical Review Committee (MOH) 452
Mental Health and Addictions (MOH) 420
Mental Health and Rehabilitation Reform Branch (MOH) 439
Mental Health Legislative Policy Unit (MOH) 439
Mental Health Program (MOH) 421
Mental Health Program Policy Unit (MOH) 439
Mental Health Strategic Policy Unit (MOH) 439
Metro Toronto Convention Centre Corporation (MTR) 623
Metropolitan Toronto Land Registry Office #64 (CBS) 281
Metropolitan Toronto Land Registry Office (Land Titles #66) (CBS) 282
Middlesex County (MAG) 175
Milton Land Registry Office (Halton #20) (CBS) 282
Minden Land Registry Office (Haliburton #19) (CBS) 282
Mines and Minerals Division (NDM) 542
Mines and Minerals Information Centre (NDM) 549
Mines Group (NDM) 545
Mines Library (NDM) 544
Mining and Lands Commissioner (MNR) 506
Mining Health and Safety Program (LAB) 460
Mining Lands Dispositions Office (NDM) 546
Mining Lands Section (NDM) 545
Minister Responsible for Francophone Affairs (OFA) 398
Minister Responsible for Native Affairs (NAT) 502
Ministry Information Centre (FIN) 370
Ministry of Agriculture and Food (OMAF) 136
Ministry of Citizenship (MCZP) 203
Ministry of Community, Family and Children's Services (CFC) 214
Ministry of Consumer and Business Services (CBS) 252
Ministry of Culture (MCL) 300
Ministry of Education (EDU) 314
Ministry of Enterprise, Opportunity and Innovation (EOI) 332
Ministry of Environment and Energy (ENE) 347
Ministry of Finance (FIN) 365
Ministry of Health and Long-Term Care (MOH) 399
Ministry of Intergovernmental Affairs (MIA) 455
Ministry of Labour (LAB) 456
Ministry of Municipal Affairs and Housing (MAH) 492
Ministry of Natural Resources (MNR) 505
Ministry of Northern Development and Mines (NDM) 539
Ministry of Public Safety and Security (PSS) 561
Ministry of the Attorney General (MAG) 164
Ministry of Tourism and Recreation (MTR) 613
Ministry of Training, Colleges and Universities (TCU) 626
Ministry of Transportation (MTO) 640
MNR IT - Land and Resources Cluster (LRC) Computer Operations Section (MNR) 531
MOH/OPP Fraud Investigation Unit (MOH) 434

Morrisburg Land Registry Office (Dundas #8) (CBS) 283
Motor Fuels and Tobacco Tax Branch (FIN) 381
Motor Vehicle Accident Claims Fund (FIN) 388
MTO INFO (Inquiry Centre) (MTO) 641
MTO Road Condition Information (MTO) 642
Municipal Office (MTO) 662
Municipal Performance and Accountability Branch (MAH) 494
Municipal Programs and Education Branch (MAH) 494
Municipal Services Division (MAH) 494
Municipal Services Offices (MAH) 495
Municipal Services Unit (CFC) 248
Muskoka (MAG) 175

N

Napanee Land Registry Office (Lennox #29) (CBS) 283
National and International Liaison Unit (EDU) 325
Native Affairs Unit (MNR) 508
Natural Resource Management Division (MNR) 515
Natural Resources Information Centre - Peterborough (MNR) 530
Natural Resources Information Centre - Toronto (MNR) 530
Negotiations (NAT) 503
New Democratic Party Caucus Services (LEG) 132
New Program Development Branch (ENE) 349
Newmarket Land Registry Office (York Region #65) (CBS) 283
Niagara Parks Commission (MTR) 623
Niagara Region (MAG) 175
Niagara Region (MTR) 615
Nipissing District (MAG) 175
Norfolk County (MAG) 176
Normal Farm Practices Protection Board (OMAF) 161
North Bay Land Registry Office (Nipissing #36) (CBS) 284
North Region (OMAF) 139
Northeast Government Information Centres (NDM) 552
Northeast Regional Office (NDM) 549
Northern Area (MCL) 305
Northern Area (MTR) 618
Northern Development Division (NDM) 550
Northern District Field Offices (TCU) 636
Northern Ontario Heritage Fund Corporation (NDM) 551
Northern Region - Sudbury (MOH) 431
Northern Region (ENE) 358
Northern Region (MTR) 615
Northern Region (North Bay) (MTO) 651
Northumberland County (MAG) 176
Northwest Government Information Centres (NDM) 554
Northwest Region (LAB) 469

Northwest Regional Office (NDM) 550
Northwestern Region (Thunder Bay) (MTO) 653
Nursing Secretariat (MOH) 401

O

Occupational Health and Safety Branch (LAB) 459
Occupational Health and Safety (MTO) 655
Offender Transfer (PSS) 572
Offender Transportation Project (PSS) 563
Office for Victims of Crime (MAG) 199
Office of Arbitration (LAB) 465
Office of Child and Family Service Advocacy (Advocacy Office) (CFC) 228
Office of Collective Bargaining Information (LAB) 466
Office of Consolidated Hearings (ENE) 363
Office of Economic Development Information (EOI) 338
Office of Economic Policy (FIN) 372
Office of Francophone Affairs (OFA) 398
Office of International Relations and Protocol (OIRP) (EOI) 333
Office of Mediation (LAB) 466
Office of Strategic Intergovernmental Advice (MIA) 455
Office of the Anti-Racism Coordinator (PSS) 566
Office of the Budget and Taxation (FIN) 374
Office of the Chief Coroner (PSS) 605
Office of the Chief Election Officer (OCE) 133
Office of the Chief Information Officer, Community Services Cluster (EDU) 322
Office of the Chief Information Officer, Community Services Cluster (TCU) 628
Office of the Corporate Chief Information Officer (OCCIO) (MBS) 480
Office of the Corporate Chief Infrastructure Development (MBS) 482
Office of the Corporate Chief Strategist (MBS) 483
Office of the Employer Adviser (LAB) 467
Office of the Executive Director (LEG) 125
Office of the Fire Marshal (PSS) 607
Office of the Integrity Commissioner (ICO) 133
Office of the Lieutenant Governor of Ontario (LTG) 111
Office of the Provincial Auditor (OPA) 134
Office of the Provincial Controller (FIN) 371
Office of the Secretary (NAT) 502
Office of the Sergeant-at-Arms (LEG) 130
Office of the Worker Adviser (LAB) 468
Offices (CFC) 245
Official Documents Services (MBS) 488
Official Languages Monitor Program (EDU) 324
Oil and Gas Section (ENE) 362
Old Fort William (MTR) 623
Ombudsman Ontario (OBD) 134
Ombudsman Services Branch (Insurance Ombudsman) (FIN) 391

Ombudsman/Dispute Resolution Division (FIN) 390
Ontario Arts Council Foundation (MCL) 308
Ontario Arts Council (MCL) 308
Ontario Case Costing Methodology Unit (MOH) 414
Ontario Civilian Commission on Police Services (PSS) 611
Ontario Clean Water Agency (ENE) 363
Ontario Council of Regents for Colleges of Applied Arts and Technology (TCU) 638
Ontario Court of Justice - Barrie (MAG) 178
Ontario Court of Justice, Criminal - Belleville (MAG) 173
Ontario Court of Justice, Criminal - Oakville (MAG) 172
Ontario Court of Justice, Family and Young Offenders - Belleville (MAG) 173
Ontario Court of Justice (MAG) 184
Ontario Crime Control Commission (PSS) 611
Ontario Cultural Attractions Fund (MCL) 308
Ontario Disability Support Program Branch (CFC) 250
Ontario Disability Support Program (ODSP) (CFC) 248
Ontario Educational Communications Authority (TVOntario) (TCU) 638
Ontario Electricity Financial Corporation (FIN) 392
Ontario Electricity Restructuring Secretariat (FIN) 375
Ontario Energy Board (ENE) 364
Ontario Family Health Network (MOH) 434
Ontario Farm Income Disaster Program (OFIDP) (OMAF) 149
Ontario Farm Products Marketing Commission (OMAF) 162
Ontario Film Review Board (CBS) 297
Ontario Financing Authority (FIN) 392
Ontario Fire College (PSS) 610
Ontario Food Terminal Board (OMAF) 162
Ontario Forestry Council (MNR) 536
Ontario Geographic Names Board (MNR) 536
Ontario Geological Survey - Precambrian Geoscience (NDM) 548
Ontario Geological Survey - Resident Geologist Program (NDM) 548
Ontario Geological Survey - Sedimentary Geoscience Section (NDM) 550
Ontario Government Pharmaceutical and Medical Supply Service (MOH) 407
Ontario Graduate Scholarship Program - Selection Board (TCU) 639
Ontario Hepatitis C Assistance Plan (OHCAP) (MOH) 416
Ontario Heritage Foundation Conference Facilities (MCL) 309
Ontario Heritage Foundation (MCL) 309
Ontario Highway Transport Board (MTO) 671
Ontario Honours and Awards Unit (MCZP) 205
Ontario Housing Corporation (MAH) 498
Ontario Human Rights Commission (MCZP) 212
Ontario Investment Service (EOI) 342
Ontario Knowledge Network for Learning (OKNL) (EDU) 322
Ontario Knowledge Network for Learning (OKNL) (TCU) 628
Ontario Labour Relations Board (LAB) 471
Ontario Library Service - North (MCL) 309
Ontario Lottery and Gaming Corporation (MAG) 199
Ontario Media Development Corporation (MCL) 310

Ontario Mental Health Foundation (MOH) 453
Ontario Midwifery Program (MOH) 410
Ontario Moose and Bear Allocation Advisory Committee (MNR) 536
Ontario Mortgage Corporation (MAH) 498
Ontario Motor Vehicle Industry Council (CBS) 265
Ontario Municipal Board and Board of Negotiation (MAG) 165
Ontario Native Affairs Secretariat (NAT) 502
Ontario New Home Warranty Program (CBS) 265
Ontario Northland Transportation Commission (NDM) 559
Ontario Parent Council (EDU) 330
Ontario Parks (MNR) 516
Ontario Parole and Earned Release Board (PSS) 611
Ontario Pension Board (MBS) 490
Ontario Place Corporation (MTR) 624
Ontario Police Arbitration Commission (PSS) 612
Ontario Police College (PSS) 602
Ontario Provincial Police (PSS) 590
Ontario-Quebec Jobs Protection Office/Ontario-Quebec Policy Secretariat (LAB) 466
Ontario Racing Commission (CBS) 297
Ontario Realty Corporation (MBS) 490
Ontario Rental Housing Tribunal (MAH) 498
Ontario Review Board (MOH) 453
Ontario Science Centre (MCL) 310
Ontario Securities Commission (FIN) 396
Ontario Seniors' Secretariat (MCZP) 206
Ontario Student Assistance Appeal Board (TCU) 639
Ontario Superbuild Corporation (FIN) 396
Ontario Tourism Marketing Partnership Corporation (MTR) 624
Ontario Travel Information Centres (MTR) 614
Ontario Trillium Foundation (MCL) 311
Ontario Vital Statistics Improvement Project (ONVIP) (CBS) 268
Ontario Women's Directorate (MCZP) 207
Ontario Works Branch (CFC) 250
Ontario's Promise (CFC) 218
Operational Policy Office (MTO) 668
Operational Support Branch (MOH) 435
Operations Division (ENE) 356
Operations Division (LAB) 458, 473
Operations Division (MTO) 643
Operations (FIN) 380
Operations Office (MTO) 664
OPP Eric Silk Library (PSS) 601
OPP Museum (PSS) 601
OPSEU Pension Trust (MBS) 491
Orangeville Land Registry Office (Dufferin #7) (CBS) 284
Organization Development and Change Management (EDU) 316
Organizational Development and Change Management (TCU) 628
Organizational Development Unit (CFC) 227

Organizational Effectiveness Branch (MAH) 493
Oshawa Tax Information Centre (FIN) 381
Ottawa-Carleton (MAG) 176
Ottawa Congress Centre (MTR) 624
Ottawa Land Registry Office (Ottawa-Carleton #4) (CBS) 284
Ottawa River Regulation Planning Board (MNR) 537
Owen Sound Land Registry Office (Grey #16) (CBS) 285
Oxford County (MAG) 176

P

Parry Sound District (MAG) 177
Parry Sound Land Registry Office (Parry Sound #42) (CBS) 285
Passenger Office (MTO) 662
Pay Equity Commission (LAB) 471
Pay Equity Hearings Tribunal (LAB) 472
Peel Region (MAG) 177
Pembroke Land Registry Office (Renfrew #49) (CBS) 286
Pension and Income Security Policy Branch (FIN) 375
Pension Division (FIN) 391
Personal Income Taxation and Fiscal Arrangements Branch (FIN) 375
Personal Property Security Registration Branch (CBS) 267
Perth County (MAG) 177
Pesticides Advisory Committee (ENE) 364
Peterborough County (MAG) 177
Peterborough Land Registry Office (Peterborough #45) (CBS) 286
Pharmaceutical Services Coordination Unit (MOH) 427
Picton Land Registry Office (Prince Edward #47) (CBS) 287
Planning, Accountability and Evaluation Unit (MOH) 414
Planning and Architecture (EDU) 322
Planning and Development Division (MAH) 496
Planning and Environmental Office (MTO) 649
Planning and Evaluation Unit (TCU) 633
Planning and Policy Division (PSS) 586
Planning, Finance and Administration (CFC) 218
Planning, Finance and Administration (MOH) 400
Planning Section (PSS) 585
Plans (PSS) 604
Policing Services Division (PSS) 601
Policy Analysis Unit (EDU) 326
Policy Analysis Unit (OMAF) 149
Policy and Accessibility Planning (MCZP) 204
Policy and Agency Partnerships Branch (MCL) 301
Policy and Consumer Protection Services Division (CBS) 261
Policy and Farm Finance Division (OMAF) 148
Policy and Planning Coordination Branch (MNR) 507
Policy and Program Branch (EDU) 325

Policy and Programs Branch (OMAF) 148
Policy and Strategic Advice Section (MBS) 485
Policy and Strategy Development (MTR) 621
Policy Branch (CBS) 263
Policy Branch (MAG) 165
Policy, Communications and Labour Management Services Division (LAB) 464
Policy Coordination Office (MTO) 659
Policy Coordination Unit (CFC) 220
Policy Coordination Unit (TCU) 633
Policy Development and Program Support Unit (EOI) 338
Policy Information and Research Unit (EDU) 326
Policy, Planning and Standards Division (MTO) 656
Population Health Service (MOH) 416
Population Health Strategies Unit (MOH) 442
Postsecondary Education Division (TCU) 629
Postsecondary Education Quality Assessment Board (TCU) 629
Precinct Properties Branch (LEG) 131
Prescott and Russell (MAG) 177
Prescott Land Registry Office (Grenville #15) (CBS) 287
Prevention of Chronic Diseases and Early Detection of Cancer (MOH) 417
Prince Edward County (MAG) 178
Private and International Adoptions Section (CFC) 230
Private Investigators and Security Guards Branch (PSS) 602
Probation and Community Services Offices (CFC) 240, 242, 243, 244
Probation and Parole Offices - Metro Toronto (PSS) 581
Probation and Parole Offices (PSS) 574
Probation Offices (CFC) 239
Probation Services (CFC) 247
Probation Services (Young Offenders) (CFC) 241
Probation (Young Offenders) (CFC) 235
Problem Gambling Unit (MOH) 420
Procurement Policy and IT Procurement Branch (MBS) 484
Product Delivery Department (OMAF) 159
Product Development and Client Services (MTR) 616
Professional and Shared Services (PSS) 573
Professional and Specialized Services (LAB) 460
Program and Resources Management (MTO) 645
Program Delivery and Operations Division (OMAF) 158
Program Delivery Unit/Apprenticeship and Client Services (TCU) 635
Program Development and Evaluation Office (MTO) 645
Program Development and Standards (TCU) 637
Program Effectiveness Unit (PSS) 573
Program Management and Estimates Division (MBS) 485
Program Management Branch (MTO) 645
Program Management Division (CFC) 225
Program Monitoring and Implementation Support (CFC) 249
Program Policy Branch (MOH) 440
Program Policy (OMAF) 150

Program Standards Unit (EDU) 328
Program Support, Compliance and Fraud Control Unit (CFC) 250
Program Support (MAG) 190
Program Support Services (MOH) 406
Program Support (TCU) 638
Programs and Transportation (NDM) 555
Programs, Services and Transportation Branch (NDM) 551
Project and Change Management Branch (MTO) 668
Project Coordination Branch (MAG) 168
Project Management Office (MBS) 482
Property Guardianship Services Department (MAG) 191
Property Office (MTO) 644
Property Section (MTO) 648
Property Tax Policy Branch (FIN) 376
Provider Services Branch (MOH) 428
Province of Ontario Savings Office Head Office (FIN) 394
Provincial and Environmental Planning Office (MTO) 660
Provincial Health Services Planning Unit (MOH) 438
Provincial Judges Pension Board (MBS) 491
Provincial Local Finance Secretariat (FIN) 376
Provincial Local Funding Unit (FIN) 376
Provincial Parks (MNR) 519
Provincial Planning and Environmental Services Branch (MAH) 497
Provincial Recording Office (NDM) 547
Provincial Schools Authority (EDU) 331
Provincial Schools Branch (EDU) 320
Provincial Services Branch (CFC) 228
Provincial Training Section (CFC) 227
Psychiatric Patient Advocate Office (MOH) 421
Public Appointments Unit (MOH) 403
Public Education and Partnerships (MCZP) 204
Public Guardian and Trustee (MAG) 190
Public Health Agencies (MOH) 417
Public Health Branch (MOH) 414
Public Health Laboratories (MOH) 433
Public Office: Registrar General (CBS) 269
Public Safety and Policing Services (PSS) 589
Public Safety Division (PSS) 602
Publication Sales (NDM) 544
Publication Services (NDM) 544
Publications Ontario (CBS) 259
Publishing Subscription and Internet Services (CBS) 260
Publishing, Translation and Administration Unit (PTA) (CFC) 215
Purchasing Operations (LEG) 126

Q

Quality and Service Management (EOI) 336
Quality Assurance and Standards (OMAF) 157
Quality Service Office (MBS) 480
Quality Service Project (MAG) 169
Queen's Park - Members of Provincial Parliament (MPPS) (MEM) 113

R

Rabies Advisory Council (MNR) 537
Radiation Protection Service (LAB) 461
Rainy River District (MAG) 178
Rates and Classifications (FIN) 388
Real Estate Council of Ontario (CBS) 265
Real Property Registration Branch (CBS) 269
Records Management (MOH) 406
Red Tape Secretariat (EOI) 339
Regional Administration and Support Services (MOH) 407
Regional and Corporate Services Division (MCZP) 207
Regional and Corporate Services Division (MTR) 616
Regional and Corporate Services (MCL) 304
Regional and District Offices (MTO) 646
Regional Cancer Centres (MOH) 444
Regional Coroners (PSS) 606
Regional Directors (MTO) 646
Regional Drivers and Vehicles (MTO) 649, 655
Regional Economic Development Branch (NDM) 556
Regional Economics and Innovation Policy (FIN) 373
Regional Headquarters (PSS) 590
Regional Offices - Hospitals, Long-Term Care and Mental Health Services (MOH) 422
Regional Offices - Victim Services Division (MAG) 196
Regional Offices (CBS) 270, 295
Regional Offices (CFC) 231
Regional Offices (LAB) 461
Regional Offices (MOH) 449
Regional Offices (OBD) 135
Regional Offices (OMAF) 138
Regional Offices (PSS) 583, 612
Regional Ohip Offices (MOH) 429
Regional Operations Support I&IT (CFC) 217
Regional Public Health Laboratories (MOH) 433
Regional Services Branch (MCL) 305
Regional Services Branch (MCZP) 209
Regional Services Branch (MTR) 617
Regional/District Offices (ENE) 357

Regions (Northeast, Northwest, Southcentral) (MNR) 508
Registrar General Branch (CBS) 268
Registrar's Office/Financial Services Tribunal (FIN) 392
Registration and Claims Branch (MOH) 428
Registration Division (CBS) 266
Registration Services Project (MOH) 432
Rehabilitation Program Policy Unit (MOH) 439
Renfrew County (MAG) 178
Research and Corporate Services Division (OMAF) 150
Research and Development (OMAF) 158
Research and Industry Competitiveness (MTR) 622
Research and Information Services Branch (LEG) 127
Research, Technology and Innovation Branch (EOI) 344
Research Unit (MOH) 436
Resource-Based Tourism (MTR) 622
Resource Management and Program Support Office (CBS) 268
Resources and Economic Development Branch (MBS) 486
Resources Management Office (MOH) 441
Resources Management (OMAF) 143
Resources Planning Office (MTO) 646
Response and Exercises (PSS) 604
Retail Sales Tax Branch (FIN) 382
Retail Sales Tax Field Office (FIN) 383
Returns Processing Centre (FIN) 378
Revenue and Data Processing (FIN) 370
Revenue Operations and Client Services Branch (FIN) 369
Risk Control Division (FIN) 394
Risk Management and Insurance Services Unit (MBS) 489
Risk Management Unit (OMAF) 152
Road Safety Business Services Group (MTO) 669
Road Safety Marketing Office (MTO) 669
Road Safety Program Office (MTO) 670
Road User Safety Branch (MTO) 669
Road User Safety Division (MTO) 662
ROM Foundation (MCL) 312
Royal Botanical Gardens (MCL) 311
Royal Ontario Museum (MCL) 312
Rural Affairs (MAH) 492
Rural Development Secretariat (OMAF) 142
Rural Secretariat (MAH) 493
Russell Land Registry Office (Russell #50) (CBS) 287

S

Safe Driving Secretariat (MTO) 670
Safe Schools Project (EDU) 326
Safe-T Program (CFC) 236

Sales Department (OMAF) 158
Sarnia Land Registry Office (Lambton #25) (CBS) 287
Sault Ste Marie Land Registry Office (Algoma #1) (CBS) 288
Savings Office Agencies (FIN) 394
Savings Office Locations (FIN) 394
School for the Blind (EDU) 321
School-Work-Transition Policy and Program Unit (EDU) 327
Schools for the Deaf (EDU) 321
Science and Advisory Unit (OMAF) 147
Science and Information Branch (MNR) 532
Science and Information Resources Division (MNR) 526
Science and Technology Division (EOI) 343
Science North (MCL) 312
Secondary Curriculum Policy Unit (EDU) 324
Secondary School Policy and Programs Branch (EDU) 327
Secondary School Policy Unit (EDU) 327
Seconded Legal Services Branches (MAG) 195
Sector Competitiveness Branch (EOI) 339
Sector Liaison Branch (CBS) 263
Securities Policy (FIN) 373
Security Systems (LEG) 131
Sergeant-at-Arms and Precinct Properties Division (LEG) 130
Service Delivery Strategy Branch (CBS) 260
Service Development and Improvement Branch (MTO) 670
Service Management Branch (CBS) 260
Service Management Branch (OMAF) 153
Services and Revenue Control (FIN) 383
Services Management (MBS) 482
Shared Services Bureau (MBS) 487
Shibogama Interim Planning Board (MNR) 537
Simcoe County (MAG) 178
Simcoe Land Registry Office (Norfolk #37) (CBS) 288
Small Business Services (LAB) 474
Smart Growth Secretariat (MAH) 497
Social and Justice Branch (MBS) 486
Social Assistance and Employment Opportunities Division (CFC) 249
Social Assistance and Municipal Operations Branch (CFC) 249
Social Assistance Review Board (CFC) 251
Social Benefits Tribunal (CFC) 251
Social Housing Branch (MAH) 496
Soldiers' Aid Commission of Ontario (CFC) 230
Solutions Delivery and Support Branch (PSS) 586
Southeast Area (MCL) 306
Southeast Area (MTR) 619
Southern Ontario Library Service (MCL) 313
Southwest Area (MCL) 306
Southwest Area (MTR) 619
Southwest Region - London (MOH) 431

Southwest Region (LAB) 470
Southwest Region (OMAF) 140
Southwestern Region (ENE) 359
Southwestern Region (EOI) 336
Southwestern Region (London) (MTO) 654
Speaker of the Legislative Assembly (LEG) 124
Special Education Policy and Programs Unit (EDU) 329
Special Education Project (EDU) 328
Special Education Tribunals - (English/French) (Ontario) (EDU) 331
Special Investigations Branch (FIN) 384
Special Investigations Unit (MAG) 195
Special Services At Home and Assistance for Children with Severe Disabilities (CFC) 246
Speciality Assessments Unit (FIN) 378
Spills Action Centre (ENE) 359
Sport and Recreation Branch (MTR) 620
Sports, Culture and Tourism Partnerships Secretariat (MTR) 616
St Catharines Land Registry Office (Niagara N #30) (CBS) 289
St Clair Parks Commission (MTR) 625
St Lawrence Parks Commission (MTR) 625
St Thomas Land Registry Office (Elgin #11) (CBS) 289
Stakeholder Relations and Policy Development (MCZP) 207
Stakeholders Relations Unit (FIN) 376
Standards Development Branch (ENE) 353
Statistical Services (PSS) 573
Statistics and Analysis Unit (CFC) 250
Stormont, Dundas and Glengarry (MAG) 178
Strategic Communications (OMAF) 137
Strategic Communications Unit (CFC) 215
Strategic Corporate Support Division (CBS) 293
Strategic Health Policy Branch (MOH) 441
Strategic Intelligence Office (MTO) 659
Strategic Planning and Architecture Section (MNR) 526
Strategic Planning and Elementary/Secondary Programs Division (EDU) 323
Strategic Policy and Planning Office (MTO) 659
Strategic Policy Branch (ENE) 355
Strategic Policy Branch (MTO) 658
Strategic Policy Unit (MCL) 301
Strategic Procurement Branch (MBS) 489
Strategic Projects Branch (MTO) 659
Strategic Services and Contract Management (MOH) 408
Strategic Skills Investment (EOI) 339
Stratford Land Registry Office (Perth #44) (CBS) 289
Strict Discipline Project (EDU) 326
Student Support Branch - Thunder Bay (TCU) 630
Subrogation (MOH) 407
Substance Abuse Unit (MOH) 420
Sudbury District (MAG) 179
Sudbury Land Registry Office (Sudbury #53) (CBS) 290

Superior Court of Justice - Bracebridge (MAG) 175
Superior Court of Justice - Civil Scheduling Unit (MAG) 181
Superior Court of Justice - Mandatory Mediation (MAG) 182
Superior Court of Justice - Orillia (MAG) 178
Superior Court of Justice - Transition Unit (MAG) 182
Superior Court of Justice - Writs Office (MAG) 182
Superior Court of Justice, Civil, Criminal, Family - Sudbury (MAG) 179
Superior Court of Justice, Criminal - Parry Sound (MAG) 177
Superior Court of Justice, Criminal, Family, Small Claims - Milton (MAG) 173
Superior Court of Justice, Family (MAG) 182
Superior Court of Justice (MAG) 184
Supply and Financial Services Branch (MOH) 405
Support Programs (PSS) 605
Supportive Housing Program (MOH) 421
Surveys and Plans Section (MTO) 648

T

Tax Advisory (FIN) 379, 381, 384
Tax Appeals Branch (FIN) 384
Tax Offices (FIN) 385
Tax Revenue Division (FIN) 377
Taxroll Services Unit (FIN) 379
Teacher's Pension Plan (EDU) 316
Teaching Policy and Program Office (EDU) 329
Technical Services Branch (FIN) 367
Technical Services Group (OMAF) 157
Technical Standards and Safety Authority (CBS) 265
Technology and Business Solutions Branch (MCZP/MTR/MCL) (MTR) 620
Technology and Business Solutions Branch (MCL/MCZP/MTR) (MCL) 307
Technology and Business Solutions Branch (MCZP/MTR/MCL) (MCZP) 211
Technology and Business Solutions (EDU) 322
Technology and Business Solutions (TCU) 629
Technology and Services Management (EDU) 323
Technology Coordination Unit (PSS) 565
Technology Management (CFC) 218
Technology Management (MOH) 400
Telecommunications and IT Services Management (OMAF) 154
Telecommunications Services Section (MNR) 532
Testing and Evaluation Unit (PSS) 608
The Development Corporations of Ontario (EOI) 337
The Owen Sound Transportation Company, Limited (NDM) 559
Theatres Section (CBS) 261
Thunder Bay District (MAG) 179
Thunder Bay Land Registry Office (Thunder Bay #55) (CBS) 290
Thunder Bay (Ontario Court of Justice) (MAG) 187
Timiskaming District (MAG) 179

Title and Survey Services Office (CBS) 293
Toronto East Region (LAB) 470
Toronto Region (MAG) 180
Toronto Savings Offices (FIN) 396
Tourism Agencies Branch (MTR) 621
Tourism Branch (MTR) 621
Tourism Division (MTR) 621
Trade and International Policy Branch (EOI) 339
Trade and Investment Marketing (NDM) 559
Trade Development Division/Ontario Exports Inc (EOI) 345
Traffic Office (MTO) 658
Training and Education (PSS) 605
Training Division (TCU) 631
Transfer Payments and Financial Reporting Branch (EDU) 318
Transition Planning (PSS) 564
Transportation I&IT Cluster (MTO) 670
Transportation Planning Branch (MTO) 660
Transportation Policy Branch (MTO) 661
Travel Industry Council of Ontario (CBS) 266
TRE-ADD Program (CFC) 236
Treatment Decisions Unit (MAG) 191
Tribunal Offices (MAH) 498
Trilcor Industries (PSS) 573
Trillium Drug Program (MOH) 428
TVOntario Liaison (TCU) 633

U

Universities Branch (TCU) 631
Urban Economic Development Branch (EOI) 340
Urban Planning Office (MTO) 661
US Investment Sales (EOI) 343

V

Victim Services Division (MAG) 196
Video Remand Project (PSS) 584
Videoconference (NDM) 539
Vintners Quality Alliance Ontario (CBS) 266
Volunteerism Initiatives Unit (MCZP) 205

W

Walkerton Land Registry Office (Bruce #3) (CBS) 291
Walkerton Legal Projects (MAG) 195

Waste Management Policy Branch (ENE) 355
Water and Sewage Support Programs (ENE) 352
Water Policy Branch (ENE) 355
Water Project Office (ENE) 349
Waterloo (MAG) 182
Welfare Fraud Hotline Unit (CFC) 230
Welland Land Registry Office (Niagara S #59) (CBS) 291
Wellington County (MAG) 183
West Central Region (ENE) 359
Western District Field Offices (TCU) 637
Whitby Land Registry Office (Durham #40) (CBS) 292
Whitedog Area Resources Committee (MNR) 537
Wildlife Research and Development Section (MNR) 528
Windigo Interim Planning Board (MNR) 537
Windsor District (MTO) 656
Windsor Land Registry Office (Essex #12) (CBS) 292
Women's Health Council Secretariat (MOH) 442
Woodstock Land Registry Office (Oxford #41) (CBS) 293
Workforce Planning Office (ENE) 353, 356
Workplace Insurance, Health and Safety Policy Branch (LAB) 467
Workplace Preparation Branch (TCU) 633
Workplace Safety and Insurance Appeals Tribunal (Formerly Workers' Compensation Appeals Tribunal) (LAB) 472
Workplace Safety and Insurance Board (Formerly Workers' Compensation Board) (LAB) 472
Workplace Support Services Branch (TCU) 634

Y

York Region (MAG) 183
Young Offender Projects (PSS) 566
Young Offender Services (PSS) 574
Youth Centres (PSS) 570

Z

Zone Management (MNR) 519

KEY WORD INDEX

Pages 37-107

HOW TO USE THE KEY WORD INDEX

From the alphabetical list of key words in the KEY WORD INDEX, select the key word which relates most closely to the information you require. A ministry abbreviation and page number are printed to the right of each key word entry.

The below example illustrates how you would find information about renewing your Driver's Licence. Information is obtained by selecting the key word **driver** and turning to page 668 of the ministry of **Transportation Information**.

KEY WORD	Ministry abbreviation	Page
driver licensing, renewals, change of address, Drivers and Vehicles Office	(MTO)	668

Some key words include a substitute word or "see also" cross-reference key word to help you locate the desired information. For example if you look up the topic of motor vehicle, you are directed to See also vehicles.

NOTE: Refer to the "Blue Pages" of your public telephone directory for phone numbers of federal, provincial and municipal government services available to you in your local dialing area.

KEY WORD INDEX

A

Abandoned Mines Information . . . . . (NDM) 545
aboriginal
advisory services to colleges, Aboriginal education strategy . . . . . (TCU) 629
Building Aboriginal Economies Strategy, implementation . . . . . (NAT) 503
casinos . . . . . (MAG) 200
Community Services . . . . . (CFC) 223
development of provincial policy, relations with Aboriginal organizations . . . . . (NAT) 502
healing lodges . . . . . (CFC) 223
health access centres, crisis/suicide intervention, health promotion/education . . . (CFC) 223
justice programs . . . . . (MAG) 166
land claims, negotiations and settlements . . . . . (NAT) 502
Ontario Aboriginal Economic Development Program . . . . . (NAT) 503
protection of aboriginal and treaty rights . . . . . (MAG) 194
women's shelters . . . . . (CFC) 223
Working Partnerships, Aboriginal Community Capital Grants Program . . . . . (NAT) 503
youth treatment . . . . . (CFC) 223
See also First Nations
See also native
Aboriginal Community Capital Infrastructure Program . . . . . (NDM) 556
abuse
addictions contact for service providers, consumers, family organizations . . . . (MOH) 420
Child Abuse Register, maintaining records of verified abuse . . . . . (CFC) 229
substance abuse prevention . . . . . (MOH) 416
See also victim
See also violence
Access Roads . . . . . (NDM) 555
Access to and Use of Drill Core Library System . . . . . (NDM) 548
Access to and Use of Earth Resources and Mineral Exploration webSite (ERMES) . . . . . (NDM) 548
Access to and Use of Resident Geologist Office Library . . . . . (NDM) 548
Access to and Use of the Mineral Deposits Inventory Database . . . . . (NDM) 548
Access to Assessment Files . . . . . (NDM) 548
Access to Information . . . . . (MCZP) 208
Access to Information . . . . . (EDU) 316
Access to Information . . . . . (TCU) 627
accident
benefits, mediation, arbitration and appeal services . . . . . (FIN) 390
compensation to people injured when no automobile insurance exists . . . . . (FIN) 388
information files for the provincial highway system . . . . . (MTO) 658
investigation, mining, pits, quarries, metallurgical operations . . . . . (LAB) 460
workers' compensation claims . . . . . (LAB) 473
accommodation
equal treatment, human rights, investigation and conciliation of complaints . . . . . (MCZP) 212
tourist facilities, Old Fort William . . . . . (MTR) 623
travel, tourist information, reservations . . . . . (MTR) 614
See also housing

accreditation
facilities providing Drive Clean inspections/repairs . . . . . (ENE) 352
fire service certification . . . . . (PSS) 607
See also certification
addiction
See substance abuse
adjudicate
consumer complaints, funeral services . . . . . (CBS) 264
landlord-tenant disputes . . . . . (MAH) 498
trade union certification, illegal strikes and lockouts, unfair labour practices . . . (LAB) 471
Adjudication of Landlord/Tenant Applications . . . . . (MAH) 498
Adjustment Advisory Services . . . . . (TCU) 635
Administration of the Mining Act and Regulations . . . . . (NDM) 546
adoption
appeal, refusal of placement by private licensees . . . . . (CFC) 229
appeal, refusal to disclose non-identifying adoption information . . . . . (CFC) 229
appeal, residential placement of children . . . . . (CFC) 229
disclosure, birth relatives, register, searches . . . . . (CFC) 229
maintenance of adoption and Crown Ward records . . . . . (CFC) 228
monitors, regulates private and international adoption . . . . . (CFC) 230
registration . . . . . (CBS) 268
Adoptions Disclosure Register . . . . . (CFC) 228
adults
handles personal guardianship cases . . . . . (MAG) 191
handles requests to appoint guardian . . . . . (MAG) 191
investigates allegations of serious harm to incapable adults . . . . . (MAG) 191
registry of guardians . . . . . (MAG) 191
supports for people with disabilities and vulnerable adults . . . . . (CFC) 222
advertising
classification for exhibition or distribution in Ontario . . . . . (CBS) 297
government policy standards . . . . . (MBS) 490
marketing plans, research, media relations, Market Ontario . . . . . (EOI) 343
affidavit
verify the authenticity of affidavits . . . . . (MBS) 488
aggregate
appeals, Aggregate Resources Act . . . . . (MNR) 506
disputes over aggregate resources, public hearings . . . . . (MAG) 165
mapping and geochemical investigation, Aggregate Inventory Program . . . . . (NDM) 550
occupational health and safety, aggregate plants, pits, quarries . . . . . (LAB) 460
quality standards, analysis services, transportation construction materials . . . . . (MTO) 658
resources partnership programs . . . . . (MNR) 516
Aggregate Mapping Program . . . . . (NDM) 550
Agri-Food Exporter Newsletter . . . . . (OMAF) 148
AGRICORP Board . . . . . (OMAF) 154
Agricultural Information Contact Centre . . . . . (OMAF) 141
Agricultural Tile Drainage Installation Act . . . . . (OMAF) 143
agriculture
accredits general farm organizations . . . . . (OMAF) 160
administers various provincial assistance programs . . . . . (OMAF) 148
agri-food research, education and laboratory program, University of Guelph . . . . . (OMAF) 151
appeals, Farm Products Marketing Act, Milk Act . . . . . (OMAF) 160
emergency response for food safety and agriculture issues . . . . . (OMAF) 152
engineering and technology, environmental management, planning liaison . . . (OMAF) 143
gathers and publishes agricultural statistics . . . . . (OMAF) 148

hears matters related to conduct of members of commodity boards ..... (OMAF) 160
insurance, consulting services ..... (OMAF) 154
Licence Review Board ..... (OMAF) 160
research, agriculture, veterinary medicine and consumer studies ..... (OMAF) 159
resolves disputes over crop insurance ..... (OMAF) 160
resolves disputes regarding the sale, repair and safety of farm machinery .... (OMAF) 160
support for business initiatives, marketing, planning, project management ... (OMAF) 141
TV program about the agriculture and food industry, rural communities ..... (OMAF) 137
Workplace Safety and Insurance Board ..... (LAB) 473
See also food

AIDS
funding, community-based groups, Ontario HIV Treatment Network ..... (MOH) 409
health promotion and disease prevention programs ..... (MOH) 417
monitors anonymous HIV testing program ..... (MOH) 409
public information on HIV/AIDS, Sexually Transmitted Diseases ..... (MOH) 409

air
monitoring, Air Quality Index/Smog Alert ..... (ENE) 352
Program, Northwestern Region ..... (MTO) 646
quality programs ..... (ENE) 357

Aird Scholarship ..... (TCU) 630

airports
building and maintaining remote facilities ..... (MTO) 643

alcohol
abuse counselling, probationers, former offenders ..... (PSS) 564
controls production, importation, distribution and sale of alcoholic beverages ..... (CBS) 297
Drug and Alcohol Registry of Treatment ..... (MOH) 421
Drug and Alcohol Treatment Information System ..... (MOH) 421
licences the sale and service of liquor, Special Occasion Permit events ..... (CBS) 295
See also liquor

alert
Smog ..... (ENE) 352

Algonquin Provincial Park (Algonquin) ..... (MNR) 517

ambulance
investigates complaints on ambulance services ..... (MOH) 410
manages land and air ambulance system ..... (MOH) 410

Ambulance Services ..... (MOH) 411
Aménagement linguistique (AL) Policy Fund ..... (EDU) 320
Amethyst School Residential, Educational and Teacher Education Programs ..... (EDU) 320
Animals for Research Act Licensing ..... (OMAF) 143
Annual Report ..... (OMAF) 156

anti-racism
address anti-discrimination, Ministry of Public Safety and Security ..... (PSS) 566

Apiary Program ..... (OMAF) 141
Apiculture Inspection Program/Bee Inspection ..... (OMAF) 141

appeal
adoption placement, refusal of placement by private licensees ..... (CFC) 229
Agriculture, Food and Rural Affairs Appeal Tribunal ..... (OMAF) 160
Community Small Business Investment Funds ..... (FIN) 384
complaints against realty assessment, municipal taxation, school board taxation ..... (MAG) 164
conduct of members of commodity boards ..... (OMAF) 160
Consolidated Hearings, Environmental Review Tribunal, Ontario Municipal Board ..... (ENE) 363
Corporations Tax ..... (FIN) 384

criminal and civil, highest appellate court . . . (MAG) 183
decision of the Superintendent of Financial Services . . . (FIN) 392
decisions of agencies respecting eligibility for service . . . (MOH) 452
decisions of the Ontario Health Insurance Plan respecting eligibility and payment . . . (MOH) 452
decisions relating to social assistance . . . (CFC) 251
decisions respecting licensing of independent health facilities . . . (MOH) 452
designation of archaeological or historic sites . . . (MCL) 307
disputes between insurance companies over accident benefits . . . (FIN) 390
disputes over employer access to workers' files, WSIB . . . (LAB) 472
disputes under the Farm Products Marketing Act, Milk Act . . . (OMAF) 160
Electricity Act . . . (FIN) 384
eligibility for admission to an approved charitable home for the aged . . . (MOH) 452
Employer Health Tax . . . (FIN) 384
employers with fewer than 100 employees, workplace safety insurance . . . (LAB) 467
environmental approvals, licences, permits . . . (ENE) 362
exceptional pupils, identification and placement . . . (EDU) 331
expulsion of a student by a school board . . . (CFC) 229
Fire Safety Commission . . . (PSS) 610
Fuel Tax . . . (FIN) 384
Gasoline Tax . . . (FIN) 384
hearings, decisions on General Welfare Assistance (GWA), Family Benefits . . . (CFC) 251
hearings, decisions on Vocational Rehabilitation Services . . . (CFC) 251
horse racing, rulings by Commission Judges, Stewards officiating at races . . . (CBS) 297
Income Tax (Ontario) . . . (FIN) 384
information on matters before Ontario Municipal Board . . . (MAG) 165
Land Transfer Tax . . . (FIN) 384
land use planning, land compensation, ward boundaries . . . (MAG) 165
licencing, Child and Family Services Review Board . . . (CBS) 296
licencing, Commercial Registration Appeal Tribunal . . . (CBS) 296
licencing, Licence Suspension Appeal Board (Transportation) . . . (CBS) 296
licencing, Private Vocational School Review Board . . . (CBS) 296
Mining Act, Conservation Authorities Act, Aggregate Resources Act . . . (MNR) 506
Mining Tax . . . (FIN) 384
Municipal Act . . . (FIN) 384
Ontario Disability Support Program . . . (CFC) 250
Ontario Fire Code, Fire Protection and Prevention Act, 1997 . . . (PSS) 610
Ontario Guaranteed Annual Income . . . (FIN) 384
Ontario Home Ownership Savings Plan . . . (FIN) 384
Ontario Student Assistance . . . (TCU) 639
orders of public health inspectors . . . (MOH) 452
orders or decisions of Ministry Health and Safety Inspectors and Employment Standards Officers . . . (LAB) 471
permit development applications, Niagara Escarpment . . . (ENE) 362
planning applications, municipal services . . . (MAH) 495
Public Service Appeals Board . . . (LAB) 467
Race Tracks Tax . . . (FIN) 384
refusal of archaeological licences . . . (MCL) 307
refusal to disclose non-idenitfying adoption information . . . (CFC) 229
release of children from emergency secure treatment facilities . . . (CFC) 229
religious exemptions under Farm Registration and Farm Organizations Funding Act . . . (OMAF) 160
residential placement of children . . . (CFC) 229
Retail Sales Tax . . . (FIN) 384
self-regulating colleges, applications for registration . . . (MOH) 452

self-regulating colleges, reviews decisions of complaints committees ..... (MOH) 452
Tobacco Tax ..... (FIN) 384
workers who do not have a union, Workplace Safety and Insurance issues ..... (LAB) 468
Workplace Safety and Insurance Board matters, final level of appeal ..... (LAB) 472
See also hearings
Appeal Process ..... (OMAF) 160
Appeal Tribunal ..... (CBS) 296
Apple Processor Licence ..... (OMAF) 162
Application of legal principles to determine if documents are acceptable for filing ..... (NDM) 547
appointment
approve non-delegated civil service appointments ..... (MBS) 476
arbitrators and nominees to boards of arbitration ..... (LAB) 465
court proceedings, Certificates of Appointment of an Estate Trustee ..... (MAG) 184
First Nations Constables ..... (PSS) 611
public, Ministry of Health and Long Term Care ..... (MOH) 403
recommend judicial appointments ..... (MAG) 199
apprenticeship
develops certification examinations ..... (TCU) 637
develops training programs, materials ..... (TCU) 637
hands-on training, Auto Service, Construction, Manufacturing, Service sector ..... (TCU) 635
Interprovincial Standards (Red Seal) examinations ..... (TCU) 637
occupational health and safety ..... (LAB) 459
See also training
Approval and Classification of Films and Videos ..... (CBS) 297
arbitration
appointment of arbitrators and nominees to boards of arbitration ..... (LAB) 465
between municipal police associations and municipal police services boards ... (PSS) 612
cataloguing arbitration awards for public availability ..... (LAB) 465
disputes between insurance companies over accident benefits ..... (FIN) 390
monitoring the progress of arbitration proceedings ..... (LAB) 465
archaeological
advisory services, funding assistance to heritage groups ..... (MCL) 303
appeals, designation of sites ..... (MCL) 307
appeals, refusal of licences ..... (MCL) 307
assistance identifying, conserving and managing resources ..... (MCL) 303
database of sites ..... (MCL) 303
general and technical publications ..... (MCL) 309
historic buildings, public access and interpretive programs ..... (MCL) 309
licences ..... (MCL) 303
manages, restores historic buildings and artifact collections ..... (MCL) 309
technical assistance to education projects, research, conservation ..... (MCL) 303
architectural conservation
advice, heritage conservation and planning ..... (MCL) 303
appeals, designation of archaeological or historic sites ..... (MCL) 307
hearings, municipal designation of property ..... (MCL) 307
register of designated heritage properties ..... (MCL) 303
technical assistance and advice, practices and techniques ..... (MCL) 303
archives
Archives of Ontario ..... (MBS) 477
Arrowhead Provincial Park (Central) ..... (MNR) 517
art
Art Gallery of Ontario ..... (MCL) 307
Government of Ontario Art Collection ..... (MBS) 477

Group of Seven and their contemporaries ..... (MCL) 308
McMichael Canadian Art Collection ..... (MCL) 308
reference library, print and drawing centre ..... (MCL) 307
rental and sales ..... (MCL) 307
tours, lectures, educational programs ..... (MCL) 307
travelling exhibitions and artists' workshops ..... (MCL) 307
arts
Arts Endowment Fund Program ..... (MCL) 308
Ontario Arts Council ..... (MCL) 308
Ontario Arts Council Foundation, administers private funds to support the arts ..... (MCL) 308
operating support for eligible Arts Service Organizations ..... (MCL) 302
supports Ontario artists and arts organizations, granting programs ..... (MCL) 308
tours and educational programs, arts and crafts ..... (MCL) 311
Asparagus Processor Licence ..... (OMAF) 162
assault
circumstances involving police and civilians, Special Investigations Unit (SIU) ..... (MAG) 195
funding to community-based services that support victims ..... (MAG) 196
See also victim
assessment
appeals, Workplace Safety and Insurance Board decisions on assessments ..... (LAB) 472
Capacity Assessment, financial assistance in paying for an assessment ..... (MAG) 190
Capacity Assessment, list of qualified assessors ..... (MAG) 190
Capacity Assessment, training and information to assessors ..... (MAG) 190
Designated Assessment Centre System ..... (FIN) 388
drug quality, Drug Quality and Therapeutics Committee ..... (MOH) 427
elementary and secondary education curriculum, students ..... (EDU) 323
environmental ..... (ENE) 349
environmental, appeals ..... (ENE) 362
foreign academic credentials ..... (TCU) 632
geoscience, mining claims ..... (NDM) 546
health and safety assessments of chemicals ..... (LAB) 460
new and emerging environmental technologies ..... (ENE) 353
premium assessment, Workplace Safety and Insurance Board ..... (LAB) 473
property, programs and information to the public ..... (FIN) 370
realty, taxation cmplaints ..... (MAG) 164
speciality assessment, audits tax credits claimed on corporate tax returns ..... (FIN) 378
student assessment program ..... (EDU) 330
workplace needs ..... (TCU) 634
See also evaluation
See also taxation

Assessment Review ..... (MAG) 164
Assistive Devices Program ..... (MOH) 435
Athletics Control Act ..... (CBS) 261
audit
Corporations Tax, Retail Sales Tax, Employer Health Tax ..... (FIN) 385
court applications, estate and trust audits ..... (MAG) 184
field and desk audits for Employer Health Tax, Tax Credit Program ..... (FIN) 380
Office of the Provincial Auditor ..... (OPA) 134
Ontario Tax Credit Audit, programs and information to the public ..... (FIN) 370
processes tax adjustments and performs audits on submitted information ..... (FIN) 377
tax credits claimed on corporate tax returns ..... (FIN) 378

automobiles
See motor vehicle
autopsies
Coroners orders, inquests . . . . . (PSS) 605
forensic pathology . . . . . (PSS) 606
aviation
forest fire prevention, detection and management, non-scheduled air transport . . . . . (MNR) 514
award
cataloguing arbitration awards for public availability . . . . . (LAB) 465
firefighters, fire safety . . . . . (PSS) 607
Ontario Global Traders Awards program . . . . . (EOI) 346
Orders, Medals, Decorations, special commemorative functions . . . . . (MCZP) 205
Premier's Research Excellence Awards . . . . . (EOI) 344
Public Library Services Awards . . . . . (MCL) 303
volunteerism, accomplishments of outstanding Ontarians . . . . . (MCZP) 205
Awenda Provincial Park (Central) . . . . . (MNR) 517

B

bail
hearings, information on release proceudres . . . . . (MAG) 184
Supervised Access and Bail Verification, social justice programs . . . . . (MAG) 189
bailiffs
register, appoint, central file . . . . . (CBS) 263
Balsam Lake Provincial Park (Central) . . . . . (MNR) 517
Bass Lake (Central) . . . . . (MNR) 517
Batchawana Bay (Northeastern) . . . . . (MNR) 517
Bear Damage to Livestock Compensation Program . . . . . (OMAF) 149
beef
dealer license to purchase cattle or carcasses . . . . . (OMAF) 145
inspection services at processing facilities . . . . . (OMAF) 145
proper disposal of deadstock . . . . . (OMAF) 146
veterinary inspection services for abattoirs and sales barns . . . . . (OMAF) 146
See also livestock
See also meat
bilingual information and referral service
Access Ontario, government programs and services . . . . . (CBS) 255
Citizens' Inquiry Bureau, telephone, over the counter, Web site feedback . . . . . (CBS) 256
bilingualism
See French
bills
filing, translation and publication of Ontario regulations . . . . . (MAG) 195
legislation, Publications Ontario . . . . . (CBS) 259
legislative drafting services . . . . . (MAG) 195
status of legislation . . . . . (LEG) 130
bingo
licences bingos, lottery schemes, raffles, break open tickets . . . . . (CBS) 295
births
registration, certificates, searches, certified copies . . . . . (CBS) 268
statistics . . . . . (CBS) 268
blind
blindness resulting from diabetes, Diabetes Program . . . . . (MOH) 410

education, programs and services ..... (EDU) 320
Intervenor Services for those who are deaf/blind ..... (CFC) 223
resource services to pre-school deaf/blind children ..... (EDU) 320
Blind Persons' Rights Act ..... (MAG) 168
Blue Lake (Northwestern) ..... (MNR) 517
Board of Funeral Services ..... (CBS) 264
Board of Inquiry (Human Rights Code) ..... (MCZP) 212
boating
tourist information, publications ..... (MTR) 614
bodies
certificates for cremation and shipment ..... (PSS) 605
donation for medical education ..... (PSS) 605
supplies schools of anatomy with donated or unclaimed bodies ..... (PSS) 605
Bon Echo Provincial Park (Southeastern) ..... (MNR) 517
bonds
Ontario Savings Bonds, information ..... (FIN) 370
Bonnechere Provincial Park (Central) ..... (MNR) 517
books
government documents, on-line, general sale ..... (CBS) 260
See also publications
bookstore
government titles and souvenirs ..... (CBS) 260
boxers
licences, professional boxers, kickboxers, wrestlers and officials ..... (CBS) 261
bridges
construction materials, testing and analysis ..... (MTO) 658
development, maintenance of guidelines and specifications ..... (MTO) 657
manuals, reports, standard drawings and computer programs ..... (MTO) 657
Ontario Bridge Management System ..... (MTO) 657
broadcast
educational television networks, TVO, TFO ..... (TCU) 638
Ontario Legislative Television Satellite Network (ONT.PARL.) ..... (LEG) 128
TV program about the agriculture and food industry ..... (OMAF) 137
See also television
Bronte Creek Provincial Park (Southwestern) ..... (MNR) 517
budget
Ontario Budget planning and production ..... (FIN) 374
See also taxation
Building Code
resolves disputes, interpretation of and compliance with the Ont. Building Code ..... (MAH) 497
Building Regulation ..... (MAH) 496
buildings
fire safety inspection standards, guidelines ..... (PSS) 610
institutional and government, fire safety, review construction plans ..... (PSS) 610
maintenance of existing buildings through municipal property standards ..... (MAH) 496
preserving provincially significant historic buildings ..... (MCL) 309
regulatory framework for construction, Ontario Building Code ..... (MAH) 496
sitings of agriculture buildings (MDS1 & MDS2) ..... (OMAF) 143
See also inspection
buildings preservation
See architectural conservation
bursaries
OSAP (Ontario Student Assistance Program) ..... (TCU) 630
postsecondary educational costs, living expenses ..... (TCU) 630

See also financial assistance
Bursary for Students with Disabilities ..... (TCU) 630
Bursary for Students with Disabilities Attending Out-of-Country Postsecondary Institutions ..... (TCU) 630
bus
connector service to Timmins and Hearst, Northern Ontario ..... (NDM) 559
enforcement, program initiatives, safe operation of commercial vehicles ..... (MTO) 663
for-hire services, operating licences ..... (MTO) 671
business
advice on trade and investment agreements, trade law ..... (EOI) 340
agriculture and rural business marketing, planning, project management .... (OMAF) 141
appeals, Commercial Registration ..... (CBS) 296
business immigration program ..... (EOI) 341
Business Investment Plans, Community Small Business Investment Funds ..... (FIN) 380
complaints, consumer rights ..... (CBS) 262
customized information for business cases for prospective investors ..... (EOI) 340
Farm Business Registration Program ..... (OMAF) 150
Federal Business Number applications ..... (CBS) 254
food industry, one-window source of information on programs and services ..... (OMAF) 144
incorporates business entities, licenses extra-provincial corporations ..... (CBS) 266
inquiries from farm, agri-business and rural business ..... (OMAF) 141
Interactive Digital Media Small Business Growth Fund ..... (EOI) 343
investment services to foreign investors ..... (EOI) 340
investor assistance, international manufacturing and tradable services ..... (EOI) 341
market northern Ontario, trade and investment ..... (NDM) 559
name registration, sole proprietorships, partnerships and corporations ..... (CBS) 266
Ontario Business Connects, self-help computer workstations ..... (CBS) 254
Ontario businesses in Latin America, Europe, Africa, Asia ..... (EOI) 345
Ontario businesses in United States and European Market ..... (EOI) 345
Public Record ..... (CBS) 266
registrations, Ontario Business Connect terminals, Access Ontario ..... (CBS) 255
registrations, starting or expanding ..... (CBS) 254
regulates businesses ..... (CBS) 261
self-help business initiatives and products ..... (EOI) 335
start-up information and advisory services, Northern Ontario ..... (NDM) 557
Workplace Safety and Insurance Board sector services ..... (LAB) 473
Workplace Safety and Insurance Board, small business, less than 20 workers ..... (LAB) 474
See also corporations
See also industry
Business Consulting ..... (NDM) 556
Business Directory ..... (ENE) 349
Business Guide ..... (ENE) 349
business name
register, renew, self-help computer workstations ..... (CBS) 254
registers sole proprietorships, partnerships and corporations ..... (CBS) 266
Business Name Registrations ..... (CBS) 267
Business Retention And Expansion ..... (NDM) 556
Business Self-Help Offices/Entreprise Centre ..... (NDM) 556
butter
See dairy

C

CAAT Capital Support Program . . . . . (TCU) 629
CAAT Operating Support Program . . . . . (TCU) 629
CAAT Program Quality Program . . . . . (TCU) 629
CAATs
collective bargaining . . . . . (LAB) 471
Colleges of Applied Arts and Technologies . . . . . (TCU) 629
caisses populaires
deposit insurance for individual depositors to a limit of $100,000 . . . . . (FIN) 386
licensing of financial institutions and intermediaries . . . . . (FIN) 390
protect depositors of caisses populaires, Deposit Insurance Corporation of Ontario . . . . . (FIN) 386
See also credit unions
Caliper Lake Provincial Park (Northwestern) . . . . . (MNR) 517
campgrounds
Parks of the St. Lawrence . . . . . (MTR) 625
tourist information, publications . . . . . (MTR) 614
Canada Millennium Bursary . . . . . (TCU) 630
Canada-Ontario Integrated Student Loans . . . . . (TCU) 630
Canada Student Loans for Part-Time Studies . . . . . (TCU) 630
Canada Study Grant for High Need Part-Time Students . . . . . (TCU) 630
Canada Study Grant for Students with Dependents . . . . . (TCU) 630
Canada Study Grant for Women in Doctoral Studies . . . . . (TCU) 630
Canadian Agri-Food Trade Show Brochure . . . . . (OMAF) 148
cancer
cancer resulting from smoking, unhealthy eating and physical inactivity . . . . . (MOH) 416
early detection, epidemiologic expertise . . . . . (MOH) 416
prevention, treatment, supportive care, research, provincial standards . . . . . (MOH) 444
career
See counselling
cars
See motor vehicle
Carson Lake Provincial Park (Central) . . . . . (MNR) 517
cartography
geographic information . . . . . (MNR) 528
Provincial Digital Topographic Database . . . . . (MNR) 528
See also maps
casino
commercial, charity and aboriginal casinos . . . . . (MAG) 200
licences charitable and casino gaming, employees and suppliers of goods and services . . . . . (CBS) 295
Ontario Lottery and Gaming Corporation . . . . . (MAG) 200
caucus
Government Caucus Office, Progressive Conservative Party . . . . . (LEG) 131
Liberal Party . . . . . (LEG) 131
New Democratic Party . . . . . (LEG) 132
cemeteries
consumer complaints . . . . . (CBS) 262
licences, regulates cemeteries, crematoria, mausolea/columbaria, cemetary salespersons . . . . . (CBS) 262
monitors trust accounts holding prepayment and maintenance funds . . . . . (CBS) 262
oversees the reporting of burial sites . . . . . (CBS) 262
Cemeteries Regulation and Registration . . . . . (CBS) 262

Centre Jules-Leger Residential, Educational and Teacher Education Programs .... (EDU) 320
certificates
bearing the Great Seal of Ontario ..... (MBS) 488
bearing the Privy Seal of the Lieutenant-Governor ..... (MBS) 488
births, deaths, marriages, still-births, adoptions and changes of name ..... (CBS) 268
Certificates of Appointment of an Estate Trustee ..... (MAG) 184
Certificates of Incapacity ..... (MAG) 191
Certificates of Registration, persons authorized to solemnize marriages ..... (CBS) 268
cremation and shipment of bodies ..... (PSS) 605
Guaranteed Investment Certificates, Province of Ontario Savings Office ..... (FIN) 394
Certificates, Certified copies of vital event registrations ..... (CBS) 269
272, 273, 278, 280, 281, 283, 284, 285, 288, 289, 290, 291, 292
certification
apprenticeship in skilled occupations, workplace support ..... (TCU) 634
Apprenticeship, occupational health and safety ..... (LAB) 459
Bulk Tank Milk Graders, Plant Milk and Cream Graders ..... (OMAF) 145
develops apprenticeship training programs, materials ..... (TCU) 637
fire service ..... (PSS) 607
Ontario Municipal Board documents ..... (MAG) 165
trade union ..... (LAB) 471
water and sewage operators ..... (ENE) 351
See also accreditation
Change of name, amendments and corrections to registrations ..... (CBS) 269
chaplaincy
spiritual and religious care, community programs, transfer payment agencies... (CFC) 229
charitable
arts foundation, Ontario Arts Council Foundation administers private funds.... (MCL) 308
funds to not-for-profit organizations, Ontario Trillium Foundation ..... (MCL) 311
licences and regulates gaming, lottery schemes, bingos, raffles ..... (CBS) 295
monitors the use of charitable property ..... (MAG) 192
Charleston Lake Provincial Park (Southeastern) ..... (MNR) 517
charters
See corporations
chemical
geochemical, mineralogical and elemental analysis services ..... (NDM) 543
health and safety assessments ..... (LAB) 460
mapping and geochemical investigation ..... (NDM) 550
workplace, notifiability of new chemical and biological agents ..... (LAB) 460
Workplace Safety and Insurance Board sector services ..... (LAB) 473
Chief Whip
Liberal Party ..... (LEG) 131
New Democratic Party ..... (LEG) 132
Progressive Conservative Party ..... (LEG) 131
Child Abuse Register ..... (CFC) 228
child care
Child Care Tax Credit, Workplace Child Care Tax Credit ..... (FIN) 379
program information, Child Care Supplement for Working Families ..... (FIN) 370
Child-Care Bursary Plan ..... (TCU) 630
children
Advocacy Office, protects rights of children, families receiving ministry services ..... (CFC) 228
appeals, adoption placement, refusal of placement by private licensees ..... (CFC) 229
appeals, expulsion of a student by a school board ..... (CFC) 229
appeals, refusal to disclose non-identifying adoption information ..... (CFC) 229
appeals, residential placement of children ..... (CFC) 229

applications for release from emergency secure treatment facilities . . . . . (CFC) 229
Child Abuse Register, records of verified abuse cases . . . . . (CFC) 229
Children's Lawyer (formerly the Official Guardian) . . . . . (MAG) 189
Early Years Challenge Fund, growth and development of children
(pre-conception - six) . . . . . (CFC) 225
legal services for minors . . . . . (MAG) 189
match contributions, community-based early years and parenting programs . . . . (CFC) 225
program for children with autism and developmental disorders . . . . . (CFC) 236
programs and services, blind, deaf, deaf/blind, severe learning disabilities . . . . . (EDU) 320
regulates private and international adoption . . . . . (CFC) 230
resource services, pre-school deaf and deaf/blind children . . . . . (EDU) 320
review case records, Children's Aid Societies . . . . . (CFC) 230
sexual abuse, clinical assessment, treatment and long term support . . . . . (CFC) 236
chiropractors
Fee-for-Service Payment Program . . . . . (MOH) 428
Chutes Provincial Park (Northeastern) . . . . . (MNR) 517
citizenship
Ontario Human Rights Commission . . . . . (MCZP) 212
program development, immigration and settlement . . . . . (MCZP) 204
Claim Maps . . . . . (NDM) 547
Claim Tags/Line Post Tags . . . . . (NDM) 547
CLAIMaps . . . . . (NDM) 542
claims
AGRICORP . . . . . (OMAF) 159
compensation, Child and Family Services Review Board . . . . . (CBS) 296
compensation, Commercial Registration Appeal Tribunal . . . . . (CBS) 296
compensation, Licence Suspension Appeal Board . . . . . (CBS) 296
compensation, Private Vocational School Review Board . . . . . (CBS) 296
damage arising from survey, construction, and maintenance operations . . . . . (MTO) 648
damage or injury to vegetation or livestock caused by a contaminant . . . . . (OMAF) 160
defaults on payment, licensed dealer, livestock . . . . . (OMAF) 161
defaults on payment, licensed grain dealers . . . . . (OMAF) 161
defaults on storage, licensed grain elevator operator . . . . . (OMAF) 161
Deposit insurance, Deposit Insurance Corporation of Ontario . . . . . (FIN) 386
drug benefit . . . . . (MOH) 428
financial loss, incorrect or outdated Drivers and Vehicles information . . . . . (MTO) 643
investigates fraudulent grant and tax credit claims . . . . . (FIN) 384
medical, hospital, Ontario residents visiting other provinces, countries . . . . . (MOH) 428
medical, injured workers . . . . . (MOH) 428
medical, investigation of inappropriate fee for service claims . . . . . (MOH) 452
medical, payment to Ontario health care providers . . . . . (MOH) 428
mining . . . . . (NDM) 546
Motor Vehicle Accident Claims Fund, valuation . . . . . (FIN) 387
Northern Health Travel Grant program . . . . . (MOH) 428
people injured in auto accidents when no automobile insurance exists . . . . . (FIN) 388
process drug claims, pharmacies . . . . . (MOH) 427
processing and audit, claims from Ontario Drug Benefit providers . . . . . (MOH) 427
represents injured workers, Workplace Safety and Insurance Board . . . . . (LAB) 468
settlement for construction vibration, drainage/flooding, dust, blasting . . . . . (MTO) 643
Small Claims Court . . . . . (MAG) 184
workers' compensation claim administration . . . . . (LAB) 473
classification
adult offenders, Correctional Services . . . . . (PSS) 572
employers, Workplace Safety and Insurance Board . . . . . (LAB) 473
films, videos and advertising . . . . . (CBS) 297

human resource regulations, Civil Service Commission . . . . . (MBS) 476
pesticide products . . . . . (ENE) 364
programs, water and sewage operators . . . . . (ENE) 351
risk, companies underwriting automobile insurance in Ontario . . . . . (FIN) 388
Client Number . . . . . (NDM) 547
Co-op Education Tax Credit . . . . . (FIN) 379
collection agencies
register, appoint, central file . . . . . (CBS) 263
collective bargaining
arbitration . . . . . (LAB) 465
Colleges of Applied Arts and Technology . . . . . (LAB) 471
education sector, research and analytical support . . . . . (LAB) 466
information database . . . . . (LAB) 466
Office of Mediation . . . . . (LAB) 465
represents the Crown as the employer in the OPS . . . . . (MBS) 478
research and analytical support to government, labour and management . . . . . (LAB) 466
Collector Designation - FTA . . . . . (FIN) 381
Collector Designation - GTA . . . . . (FIN) 381
Collector Designation - TTA . . . . . (FIN) 381
colleges
appoint members of college boards . . . . . (TCU) 638
collective bargaining . . . . . (LAB) 471
grants, advisory services to Colleges of Applied Arts and Technologies . . . . . (TCU) 629
Ontario Graduate Scholarship, selects successful candidates . . . . . (TCU) 639
Ontario Student Assistance Program appeals . . . . . (TCU) 639
columbaria
regulates, licenses . . . . . (CBS) 262
Commissioner of Oaths under the Mining Act. . . . . (NDM) 547
Commodities . . . . . (NDM) 545
commodities
agricultural statistics . . . . . (OMAF) 148
farm products, licensing of processors of regulated commodities . . . . . (OMAF) 162
supervising marketing boards, farm products . . . . . (OMAF) 162
Commodity Loan Guarantee Program . . . . . (OMAF) 149
Commonwealth Parliamentary Association
Clerk of the Legislative Assembly . . . . . (LEG) 124
community
community-based services for adults and families, Homelessness Prevention Programs . . . . . (CFC) 223
community care access centres, CCACs . . . . . (MOH) 445
Community Health Centres, CHCs . . . . . (MOH) 410
emergency response, advice and assistance, municipalities and First Nations . . . (PSS) 603
health program, public health units . . . . . (MOH) 417
honours and awards, outstanding Ontarians . . . . . (MCZP) 205
improve infrastructure, Northern Ontario . . . . . (NDM) 551
Newcomer Settlement Program . . . . . (MCZP) 205
supervision to adults and young offenders . . . . . (PSS) 574
community colleges
See colleges
Community Health Centre Program . . . . . (MOH) 410
Community Small Business Investment Funds . . . . . (FIN) 379
companies
See business
compensation
appeals, Workplace Safety and Insurance Board matters . . . . . (LAB) 472

claim administration, Workplace Safety and Insurance Board ..... (LAB) 473
claim, Child and Family Services Review Board ..... (CBS) 296
claim, Commercial Registration Appeal Tribunal ..... (CBS) 296
claim, Licence Suspension Appeal Board ..... (CBS) 296
claim, Private Vocational School Review Board ..... (CBS) 296
fund, consumer claims for prepaid funeral services not received ..... (CBS) 264
land expropriation ..... (MAG) 165
people injured in auto accidents when no automobile insurance exists ..... (FIN) 388
person injured or killed as the result of criminal violence ..... (MAG) 199
Plan, Walkerton ..... (MAG) 195

complaint
about misuse of charitable property ..... (MAG) 192
adjudicates, unfair labour practices ..... (LAB) 471
allegations, sexual impropriety, Correctional Services employees ..... (PSS) 561
ambulance services ..... (MOH) 411
applications for registration to self-regulating colleges ..... (MOH) 452
business practices of insurance companies ..... (FIN) 391
consumer complaints, cemeteries ..... (CBS) 262
consumer complaints, funeral services ..... (CBS) 264
decisions on hospital privileges and appointments to medical staff ..... (MOH) 452
electrical products, devices and installations ..... (CBS) 265
general marketplace and industry-specific transactions ..... (CBS) 262
government decisions about access to information ..... (IPC) 133
hearings, violations of human rights ..... (MCZP) 212
investigation, mining health and safety ..... (LAB) 460
mediation, children, youth and family services ..... (CFC) 228
mediation, prejudice and discrimination, Ontario Human Rights Commission ..... (MCZP) 212
normal farm practices, protection from nuisance complaints ..... (OMAF) 161
Ombudsman Ontario, investigates complaints about government decisions ..... (OBD) 134
police services, policies, conduct of officers ..... (PSS) 611
realty assessment, municipal taxation, school board taxation ..... (MAG) 164
resolution, pay equity in the workplace ..... (LAB) 471
stockbrokers, investment advisers, commodity futures dealers ..... (FIN) 396
wrongful government collection, use or disclosure of personal information ..... (IPC) 133
See also ombudsman

compost
See waste

Consent to Transfer Leases and Licences ..... (NDM) 546

conservation
appeals, Conservation Authorities Act ..... (MNR) 506
appeals on refusal of archaeological licences ..... (MCL) 307
archaeological licences ..... (MCL) 303
database of archaeological sites in Ontario ..... (MCL) 303
easement agreements, negotiations and monitoring ..... (MCL) 309
historical or architectural, designation of property hearings ..... (MCL) 307
liaison with Conservation Authorities ..... (MNR) 516
maintains a register of designated heritage properties ..... (MCL) 303
Ontario's forest ecosystems, research ..... (MNR)
practices and techniques, achitectural, technical assistance and advice ..... (MCL) 303
restores significant historic buildings, related artifact and archaeological collections ..... (MCL) 309
technical assistance to archaeological education and training projects ..... (MCL) 303

constituency offices
See MPPs

construction
award of transportation contracts . . . . . (MTO) 644
bridges, manuals, reports, standard drawings and computer programs . . . . . (MTO) 657
buildings, Ontario Building Code . . . . . (MAH) 496
guidelines and specifications, new and rehabilitated highway structures . . . . . (MTO) 657
highways and bridges, materials quality standards and guidelines . . . . . (MTO) 658
highways and bridges, materials testing . . . . . (MTO) 658
highways, claims settlement for vibration, drainage/flooding, dust, blasting . . . (MTO) 643
Industrial Health and Safety, inspect workplace . . . . . (LAB) 459
occupational health and safety . . . . . (LAB) 459
Ontario Provincial Standards for highways, watermains, sewers . . . . . (MTO) 657
road condition information . . . . . (MTO) 642
workers and contractors, ability to work in Quebec . . . . . (LAB) 466
Consultation services on Mining Act and Regulation . . . . . (NDM) 547
consumer
protection, Investigations, Inspections, Registration and Licensing . . . . . (CBS) 261
Reporting Agencies, register, appoint, central file . . . . . (CBS) 263
rights and responsibilities in the marketplace . . . . . (CBS) 262
consumer complaints
cemeteries . . . . . (CBS) 262
Investigations, Inspections, Registration and Licensing . . . . . (CBS) 261
prepaid funeral services not received, compensation . . . . . (CBS) 264
stockbrokers, investment advisers, commodity futures dealers . . . . . (FIN) 396
contaminant
approves technical applications for facilities which may emit a contaminant . . . (ENE) 349
claims, injury to vegetation or livestock . . . . . (OMAF) 160
reporting system for air pollutants . . . . . (ENE) 352
contractors
ability to work in Quebec . . . . . (LAB) 466
pre-qualification, road and bridge construction and maintenance . . . . . (MTO) 644
convention
Metro Toronto Convention Centre . . . . . (MTR) 623
conviction
records, drivers and vehicles . . . . . (MTO) 668
Cooperative Bedrock Geological Program . . . . . (NDM) 548
cooperatives
licensing, financial institutions and intermediaries . . . . . (FIN) 390
copyright
administers Crown copyright on behalf of the Queen's Printer . . . . . (CBS) 259
authority to license the copying of government print or electronic material . . . . . (CBS) 259
coroners
Office of the Chief Coroner . . . . . (PSS) 605
order autopsies, conduct inquests, inspects schools of anatomy . . . . . (PSS) 605
corporations
administers assets of dissolved corporations . . . . . (MAG) 191
appeals, Corporations Tax Act . . . . . (FIN) 384
business names, sole proprietorships, partnerships and corporations . . . . . (CBS) 266
consents to dissolve a corporation voluntarily . . . . . (FIN) 377
consents to revive or surrender charters . . . . . (FIN) 377
income tax, capital tax . . . . . (FIN) 377
incorporates business and not-for-profit entities . . . . . (CBS) 266
licenses foreign extra provincial corporations . . . . . (CBS) 266
program and account-specific information, Corporations Tax . . . . . (FIN) 370
receives and processes corporate tax returns . . . . . (FIN) 378
registration, self-help computer workstations . . . . . (CBS) 254

See also business
Corporations Tax ..... (FIN) 377
corpses
See bodies
correctional centres
correctional institutions ..... (PSS) 566
industrial programs to provide meaningful work experience to adult offenders ..... (PSS) 573
correspondence education
See distance education
COSINE
Coordinated Survey Information Network Exchange ..... (MNR) 529
Council of Ministers of Education, Canada ..... (EDU) 325
counselling
probationers, former offenders, adults, young offenders ..... (PSS) 564
court
Accountant of the Superior Court of Justice, funds paid pursuant to judgements ..... (MAG) 192
Court of Appeal for Ontario, highest criminal and civil appellate court in the province ..... (MAG) 183
Court Services Division, criminal, civil and family court services ..... (MAG) 169
decides right to sue, Workplace Safety & Insurance ..... (LAB) 472
estates, will trials ..... (MAG) 184
fines ..... (MAG) 184
manages jury system, provides clerks, registrars, court reporters and interpreters ..... (MAG) 169
Ontario Court of Justice, jurisdiction in criminal cases, provincial offences ... (MAG) 184
orders for child and spousal support, enforce compliance ..... (CFC) 226
Small Claims Court ..... (MAG) 184
Superior Court of Justice, jurisdiction in criminal, civil cases, Family Law, Mental Incompetency ..... (MAG) 184
cows
See livestock
Craigleith Provincial Park (Central) ..... (MNR) 517
cream
See dairy
credit
See taxation
credit unions
deposit insurance for individual depositors to a current limit of $100,000 ..... (FIN) 386
licensing of financial institutions and intermediaries ..... (FIN) 390
protect depositors of credit unions, Deposit Insurance Corporation of Ontario ... (FIN) 386
cremation
coroner certificates ..... (PSS) 605
crematoria
regulates, licenses ..... (CBS) 262
crime
intelligence on organized criminals ..... (PSS) 602
Ontario Crime Control Commission listen to public's concerns ..... (PSS) 611
prevention, Ontario Provincial Police ..... (PSS) 590
programs and services for victims of crime ..... (MAG) 196
criminal
charges against police officers, serious injury, including sexual assault or death ..... (MAG) 195
Court of Appeal for Ontario, highest appelate court in the province ..... (MAG) 183

criminal offences on account of a mental disorder . . . . . (MOH) 453
justice information, OPP Eric Silk Library . . . . . (PSS) 601
Ontario Court of Justice, final disposition in most matters under federal, provincial statutes . . . . . (MAG) 184
prosecution of criminal cases before all Ontario courts . . . . . (MAG) 184
Superior Court of Justice . . . . . (MAG) 184
violence, compensation when a person is injured or killed . . . . . (MAG) 199
See also offender

Criminal Code of Canada
final disposition in most matters, Ontario Court of Justice . . . . . (MAG) 184

Criminal Injuries Compensation Board . . . . . (MAG) 199

Crop Insurance Program . . . . . (OMAF) 157

crops
advisory services for agricultural producers . . . . . (OMAF) 141
extension short courses, field days, brochures, factsheets . . . . . (OMAF) 141
technical support, pesticide minor use registration . . . . . (OMAF) 141
technical support, pollination and new crop development . . . . . (OMAF) 141
See also grain
See also fruit

Crown land
Crown Land Registry Program, preserve crown land title integrity . . . . . (MNR) 516
surveying activities . . . . . (MNR) 529
See also land

Crown Ward
records maintenance . . . . . (CFC) 228

cultural
Cultural Strategic Development Fund, Trillium Book Prize . . . . . (MCL) 302
Ontario Cultural Attractions Fund . . . . . (MCL) 308
operating support to eligible Arts Service Organizations . . . . . (MCL) 302
protection of Ontario heritage, learning opportunities . . . . . (MNR) 516

Cultural Interpreter Services and Training Program . . . . . (MCZP) 205

custody
apprehension of criminals and offenders . . . . . (PSS) 590
Review Board, young persons, hearings . . . . . (CFC) 230
young offender assessments, placements, transfers . . . . . (PSS) 574

D

dairy
compliance with legislated standards for dairy, dairy analogs . . . . . (OMAF) 145
inspection services at processing plants and other points of distribution . . . . . (OMAF) 145
laboratory services, monitoring and investigation . . . . . (OMAF) 145
licensing and certification programs . . . . . (OMAF) 145
processors, Credit Analysis Program . . . . . (OMAF) 154
supervising marketing boards established under the Milk Act . . . . . (OMAF) 162
third party analysis of processors on behalf of the Dairy Farmers of Ontario . . . . . (OMAF) 155
See also milk

Dairy Farmers of Ontario (DFO) Credit Program . . . . . (OMAF) 156

Dairy Plant Audit Program, Distributor Inspections, Licensing and Certificates . . . . . (OMAF) 146

damage
Livestock Damage Programs . . . . . (OMAF) 150

negotiates claims concerning contaminant damage to property ..... (OMAF) 160
settlement of claims due to construction vibration,
drainage/flooding, dust, blasting ..... (MTO) 643
Darlington Provincial Park (Southeastern) ..... (MNR) 517
database
COSINE, official geographic names, Base Data Infrastructure ..... (MNR) 529
ERMES (Earth Resources and Mineral Exploration webSite) ..... (NDM) 549
highway infrastructure condition ..... (MTO) 656
industry standards for the evaluation of assessment work, mining ..... (NDM) 546
information relating to correctional populations, offender admissions ..... (PSS) 573
labour relations/collective bargaining information ..... (LAB) 466
Ontario Geological Survey reports and maps ..... (NDM) 544
Ontario government ..... (CBS) 256
patented, leased and licensed Mining Lands in Ontario ..... (NDM) 546
Provincial Digital Topographic Database ..... (MNR) 528
provincial geoscience ..... (NDM) 546
day care
See child care
deaf
education programs and services ..... (EDU) 320
Interpreter Services ..... (CFC) 223
Intervenor Services for those who are deaf/blind ..... (CFC) 223
resource services to families and school boards ..... (EDU) 320
resource services to pre-school deaf ..... (EDU) 321
teacher education ..... (EDU) 321
deaths
autopsies, investigate sudden and unexpected deaths ..... (PSS) 605
certificates, registration ..... (CBS) 268
statistics ..... (CBS) 268
See also fatalities
debates
See Hansard
Debt Retirement Charge Program ..... (FIN) 382
debts
collection of overdue non-tax debts owing to government ..... (MBS) 487
deeds
registration and deposit ..... (CBS) 269
dentists
Fee-for-Service Payment Program ..... (MOH) 428
designs
bridges, manuals, reports, standard drawings and computer programs ..... (MTO) 657
standards and specifications for bridges on the provincial highway ..... (MTO) 657
detention centres
correctional institutions ..... (PSS) 566
Digital Data and Maps ..... (NDM) 542
directories
Freedom of Information Directory of Records ..... (CBS) 256
Government of Ontario Telephone Directory ..... (CBS) 256
KWIC Index to Services ..... (CBS) 256
disabilities
Accessibility Advisory Council of Ontario ..... (MCZP) 204
Assistive Devices Program ..... (MOH) 435
assists with accessibility planning ..... (MCZP) 203
developmental, early intervention programs for students with special needs ..... (EDU) 329
facilities for people with developmental disabilities ..... (CFC) 225

Home Oxygen Program . . . . . (MOH) 435
learning, demonstration schools . . . . . (EDU) 320
provides information on Ontarians with Disabilities Act 2001 . . . . . (MCZP) 203
disability
adjudication, eligibility, Ontario Disability Support Program . . . . . (CFC) 231
Children's Lawyer, advocates rights of persons under a disability at law . . . . . (MAG) 189
hearings, refusal, suspension, reduction of benefit, Ontario Disability Support Plan . . . . . (CFC) 251
tools to meet obligations under the Ontarians with Disability Act, 2001 . . . . . (MCZP) 204
See also disabilities
disabled
information, Permanently Physically Disabled Program . . . . . (FIN) 370
tax rebates, Permanently Physically Disabled . . . . . (FIN) 369
disaster
Emergency Management Ontario, response and recovery . . . . . (PSS) 603
Ontario Farm Income Disaster Program . . . . . (OMAF) 149
relief, municipal programs and services . . . . . (MAH) 494
See also emergency
discrimination
address anti-discrimination issues, Ministry of Public Safety and Security . . . . . (PSS) 566
employment standards . . . . . (LAB) 458
mediation and conciliation of complaints . . . . . (MCZP) 212
Ontario Human Rights Code, investigation and enforcement . . . . . (MCZP) 212
public education and consultation, research into patterns of discrimination . . . (MCZP) 212
See also human rights
diseases
chronic disease prevention . . . . . (MOH) 416
occupational health, standards and enforcement . . . . . (LAB) 461
prevention, laboratory testing and expertise . . . . . (MOH) 432
prevention, laboratory testing and expertise . . . . . (MOH) 433
public information, Sexually Transmitted Diseases . . . . . (MOH) 409
sexually transmitted diseases and HIV/AIDS prevention . . . . . (MOH) 415
surveillance of reportable diseases, outbreak control, immunization . . . . . (MOH) 415
tuberculosis, food and water safety, rabies . . . . . (MOH) 415
vaccines, biologicals for the prevention of diseases . . . . . (MOH) 415
Disputes/Hearings on mining claim matters . . . . . (NDM) 547
distance education
advisory services to colleges . . . . . (TCU) 629
advisory services to universities . . . . . (TCU) 631
District Health Councils
research, identify and plan for district health needs . . . . . (MOH) 449
diving
occupational health and safety . . . . . (LAB) 459
divorce
See registration
doctors
See physicians
documents
certification of Ontario Municipal Board documents . . . . . (MAG) 165
government, sales, subscriptions . . . . . (CBS) 260
Public Record . . . . . (CBS) 266
registration and deposit, deeds, mortgages and plans of survey . . . . . (CBS) 269
verify authenticity of records notarized by government officials/notary publics . . . . . (MBS) 488

donor
consent card, bodies for medical education . . . . . (PSS) 605
drainage
claims against the Ministry of Transportation due to construction drainage/flooding . . . . . (MTO) 643
Drainage Act, financial and technical aspects of projects . . . . . (OMAF) 160
Ontario Provincial Standards for watermains and sewers . . . . . (MTO) 657
Drainage Act . . . . . (OMAF) 143
Driftwood Provincial Park (Northeastern) . . . . . (MNR) 517
drilling
diamond operations, inspect workplaces, Occupational Health and Safety . . . . . (LAB) 460
drinking water
adverse drinking water notifications . . . . . (ENE) 359
quality programs . . . . . (ENE) 357
driver
Canadian Agreement on Vehicle Registration, Drivers and Vehicles Office . . . (MTO) 668
driver and vehicle information . . . . . (MTO) 668
driver and vehicles, regional and district offices . . . . . (MTO) 646
examination and licensing . . . . . (MTO) 667
examination and licensing, Central Region . . . . . (MTO) 665
licensing and conviction records for drivers and vehicles . . . . . (MTO) 668
licensing, renewals, change of address, Drivers and Vehicles Office . . . . . (MTO) 668
Motor Vehicle Accident Claims Fund . . . . . (FIN) 388
suspensions, demerit points, Drivers and Vehicles Office . . . . . (MTO) 668
drug
advice, matters relating to the Ontario Drug Benefit Program . . . . . (MOH) 427
distribute Ontario Drug Benefit Formulary/Comparative Drug Index . . . . . (MOH) 427
Drug and Alcohol Registry of Treatment . . . . . (MOH) 421
Drug and Alcohol Treatment Information System . . . . . (MOH) 421
Drug Quality and Therapeutics Committee . . . . . (MOH) 451
evaluates requests for unlisted drug products . . . . . (MOH) 427
evaluates scientific/educational material for health professionals . . . . . (MOH) 427
Health Network, process claims, drug use review, pharmacies . . . . . (MOH) 427
Ontario Drug Benefit Formulary/Comparative Drug Index . . . . . (MOH) 426
Ontario's Drug Benefit (ODB) program . . . . . (MOH) 426
physician prescribing guidelines . . . . . (MOH) 427
processes benefit claims . . . . . (MOH) 428
quality assessment of drugs listed in the ODB Formulary/CDI . . . . . (MOH) 427
recommendations on the interchangeability of generic drug products . . . . . (MOH) 451
surveillance for drugs on the Drug Benefit Formulary . . . . . (MOH) 434
Trillium Drug Program, prescription drug coverage . . . . . (MOH) 428
Trillium Drug Program, Special Drugs Program . . . . . (MOH) 426
See also pharmaceutical
See also vaccines
Dyer Registration Certificate - FTA . . . . . (FIN) 381

E

Earl Rowe Provincial Park (Southwestern) . . . . . (MNR) 517
economic
indicators, demographics, interjurisdictional competitiveness comparisons . . . . . (EOI) 342
information and presentation services to support investment . . . . . (EOI) 342
promoting, assisting economic development organizations . . . . . (EOI) 340

regional development strategies, projects ..... (EOI) 340
removal of barriers to economic development ..... (EOI) 340
economic development
business start-up information and advisory services, Northern Ontario ..... (NDM) 557
market northern Ontario trad and investment ..... (NDM) 559
mineral resources ..... (NDM) 545
Northern Ontario, one-stop access to services ..... (NDM) 556
Ontario Aboriginal Economic Development Program ..... (NAT) 503
rural programs ..... (OMAF) 142
support for business initiatives, agriculture and rural business sectors ..... (OMAF) 141
Edible Oil Products ..... (OMAF) 146
education
Advisory Council on Special Education ..... (EDU) 329
appeal, exceptional pupil identification or placement ..... (EDU) 331
art programs for all ages ..... (MCL) 307
arts, archaeology and natural science programs for all ages ..... (MCL) 312
assessment, Education Quality and Accountability Office ..... (EDU) 330
assessment, elementary and secondary curriculum, students ..... (EDU) 323
bilingual learning program, science, technology, northern environment ..... (MCL) 312
blind, deaf, deaf/blind and pupils with severe learning disabilities ..... (EDU) 320
citizenship education ..... (EDU) 327
courses, internship, residency programs, pathologists ..... (PSS) 606
Demonstration Schools, pupils with severe learning disabilities ..... (EDU) 320
Early Reading and Early Math Project ..... (EDU) 325
financial assistance to postsecondary students, OSAP ..... (TCU) 630
fire services, certification and accreditation programs ..... (PSS) 607
French-language schools, elementary and secondary ..... (EDU) 320
funding, diabetes, southern Ontario ..... (MOH) 410
funding, policy, reforms ..... (EDU) 317
Grade 1-12 guidance and career education program ..... (EDU) 327
grants, advisory services to colleges ..... (TCU) 629
grants, advisory services to universities ..... (TCU) 631
in-service teacher education, blind, deaf, deaf/blind, learning disabilities ..... (EDU) 320
Ontario Parent Council, parental involvement in the education system ..... (EDU) 330
programs in botanical studies, horticulture, natural history, arts and crafts ..... (MCL) 311
public education, health, disease prevention, AIDS/STDs, parenting ..... (MOH) 417
resolve disputes over provision of programs, French or English minority ..... (EDU) 330
resource services to pre-school deaf, deaf/blind children ..... (EDU) 320
television, TVO, TFO ..... (TCU) 638
training projects, archaeological research and resource conservation ..... (MCL) 303
See also public education
See also schools
educators
See teacher
elections
conducts general elections and by-elections of Members to the Legislative Assembly ..... (OCE) 133
Office of the Chief Election Officer ..... (OCE) 133
research, public information, policy advice on the electoral process ..... (OCE) 133
training, supervision of returning officers in electoral districts ..... (OCE) 133
electrical
approves products ..... (CBS) 264
inspects devices and installations ..... (CBS) 264
Safety Code, compliance ..... (CBS) 264
Workplace Safety and Insurance sector services ..... (LAB) 473

electricity
approves rates charged for transmission and distribution . . . . . (ENE) 364
consultation and liaison on restructuring Ontario's electricity sector . . . . . (ENE) 361
implementation, financial restructuring of electricity industry . . . . . (FIN) 375
licenses market participants, approves sale of distribution, transmission assets . . . . . (ENE) 364
Ontario Energy Board . . . . . (ENE) 364
policy on supply, restructuring, distribution and pricing . . . . . (ENE) 361
regulatory oversight . . . . . (ENE) 364
Electricity Act . . . . . (FIN) 381
emergency
ambulance services, land and air . . . . . (MOH) 410
coordinates search and rescue program . . . . . (PSS) 605
leave, employment standards . . . . . (LAB) 458
Ontario Community Volunteer Emergency Response Team Program . . . . . (PSS) 605
planning, flood and fire, prevention and detection . . . . . (MNR) 514
Provincial Counter-Terrorism Plan . . . . . (PSS) 604
Provincial Emergency Plan . . . . . (PSS) 604
Provincial Nuclear Emergency Plan . . . . . (PSS) 604
receives adverse drinking water notifications, pollution hotline calls . . . . . (ENE) 360
response advice and assistance, municipalities and First Nations . . . . . (PSS) 603
response and recovery, hazard identification, risk assessment . . . . . (PSS) 603
response, food safety and agriculture issues, 24 hour basis . . . . . (OMAF) 152
spills response, environmental protection . . . . . (ENE) 360
Emergency Response . . . . . (OMAF) 152
Emily Provincial Park (Southeastern) . . . . . (MNR) 517
Employee Ownership Labour Sponsored Venture Capital Corporation . . . . . (FIN) 379
employees
adjustment situations, apprenticeship leading to certification . . . . . (TCU) 635
arbitration, mediation, collective bargaining . . . . . (LAB) 465
health and safety, construction industry . . . . . (LAB) 459
health and safety, mining industry . . . . . (LAB) 460
industrial, health and safety . . . . . (LAB) 459
pay equity . . . . . (LAB) 471
regulates casino employees . . . . . (CBS) 295
See also workers
Employer Health Tax . . . . . (FIN) 379
Employer Health Tax for Self-Employed Individuals . . . . . (FIN) 379
employers
advice, workplace needs assessment, training plans, HR development . . . . . (TCU) 635
arbitration, mediation, collective bargaining . . . . . (LAB) 465
health and safety, construction industry . . . . . (LAB) 459
health and safety, mining industry . . . . . (LAB) 460
industrial health and safety . . . . . (LAB) 459
on-the-job apprenticeship training programs . . . . . (TCU) 637
pay equity, information, public education, complaint resolution . . . . . (LAB) 471
public education and consultation, Ontario Human Rights Commission . . . . . (MCZP) 212
requests for the appointment of arbitrators . . . . . (LAB) 465
Workers' Safety and Insurance, advice, representation . . . . . (LAB) 467
Workplace Safety and Insurance, appeals . . . . . (LAB) 472
Workplace Safety and Insurance Board, firm registration, classification . . . . . (LAB) 473
Workplace Safety and Insurance Board, premium assessment, billing . . . . . (LAB) 473
Workplace Safety and Insurance, disputes over access to workers' files . . . . . (LAB) 472
employment
employment and training program information to the public . . . . . (TCU) 633

Job Connect . . . . . (TCU) 633
JobGrow and Training Hotline . . . . . (TCU) 633
Ontario Labour Relations Board . . . . . (LAB) 471
preparation, literacy and basic skills . . . . . (TCU) 633
right to equal treatment, investigation and enforcement . . . . . (MCZP) 212
standards, minimum terms and conditions . . . . . (LAB) 458
Summer Jobs Service . . . . . (TCU) 633
See also jobs

energy
approves construction of pipelines, franchise agreements . . . . . (ENE) 364
approves rates charged by utilities . . . . . (ENE) 364
approves storage facilities and utility ownership changes . . . . . (ENE) 364
financial and economic analysis, industry, regulatory issues, policy and market structures . . . . . (ENE) 361
licenses companies that sell to residential and commercial users . . . . . (ENE) 364
oil and gas policy . . . . . (ENE) 362
regulatory oversight, natural gas and electricity sectors . . . . . (ENE) 364

enforcement
carrier operations, control and sanction proceedings . . . . . (MTO) 664
circumstances involving police and civilians which have resulted in serious injury . . . . . (MAG) 195
Civil Remedies for Illicit Activities . . . . . (MAG) 193
complaints about police force policies, services . . . . . (PSS) 611
copmlaints about police conduct . . . . . (PSS) 611
court orders arising out of civil proceedings . . . . . (MAG) 184
court orders for child and spousal support, separation agreements . . . . . (CFC) 226
environmental laws . . . . . (ENE) 356
Environmental SWAT Team . . . . . (ENE) 356
highway carrier regulations . . . . . (MTO) 646
investigates tax evasion, fraudulent grant and tax credit claims . . . . . (FIN) 384
law, Integrated Provincial Compliance Program, resources violators . . . . . (MNR) 508
Ontario Human Rights Code . . . . . (MCZP) 212
Vehicle Emissions Enforcement Unit (Smog Patrol) . . . . . (ENE) 356
writs of execution, summoning jurors for jury duty . . . . . (MAG) 184
See also police

engineering
agricultural land use and the Planning Act . . . . . (OMAF) 143
Mines Library, texts on engineering geology . . . . . (NDM) 544
standards, highway infrastructure . . . . . (MTO) 656

English
Official Languages Monitor Program . . . . . (EDU) 324
resolve disputes, education programs in the language of a minority group . . . . . (EDU) 330

entrepreneurship
self-help business initiatives and products . . . . . (EOI) 335

environment
adverse drinking water notifications and pollution hotline . . . . . (ENE) 360
appeals, environmental approvals, licences, permits, orders . . . . . (ENE) 362
assement, new and emerging environmental technologies . . . . . (ENE) 353
Bill of Rights . . . . . (ENE) 350
claims concerning contaminant damage to property . . . . . (OMAF) 160
classification, new pesticide products, annual report . . . . . (ENE) 364
Environmental Commissioner of Ontario . . . . . (ECO) 132
environmental health, expert consultation and support . . . . . (MOH) 416
environmental management, agricultural industry . . . . . (OMAF) 143
Environmental SWAT Team . . . . . (ENE) 356

geospatial data, data management for natural resource . . . . . (MNR) 531
health hazards from chemical, physical or biological agents in the environment . . . . . (MOH) 415
information, monitoring network . . . . . (ENE) 352
investigation and enforcement . . . . . (ENE) 356
mine site development, closure . . . . . (NDM) 545
new innovative programs, pilot projects . . . . . (ENE) 349
Ontario standards . . . . . (ENE) 353
permit development applications, Niagara Escarpment . . . . . (ENE) 362
promote Ontario's environment industry . . . . . (ENE) 349
public education . . . . . (ECO) 132
Registry . . . . . (ENE) 350
reports of spills, coordinates response actions, 24-hour basis . . . . . (ENE) 360
reviews government accountability for environmental decision-making . . . . . (ECO) 132
risk, inactive, abandoned and orphaned mine sites . . . . . (NDM) 545
water, wastewater services to municipalities . . . . . (ENE) 363
See also pollution
See also environmental assessment

environmental assessment
advice and technical guidance, Environmental Assessment Act . . . . . (ENE) 349
appeals, public hearings . . . . . (ENE) 362
approvals, licensing programs . . . . . (ENE) 356
archaeological and cultural resources conservation . . . . . (MCL) 303
licensing sale and use of pesticides . . . . . (ENE) 349
one-window' service for regulatory environmental approvals . . . . . (ENE) 349
See also environment

Environmental Farm Plan Technical Support . . . . . (OMAF) 143
Equity in Education Tax Credit . . . . . (FIN) 379
ERMES (Earth Resources and Mineral Exploration webSite) . . . . . (NDM) 542
Ernest C. Drury School for the Deaf Residential and Day School Programs . . . . . (EDU) 320
Esker Lakes Provincial Park (Northeastern) . . . . . (MNR) 517

estates
administration, persons who die intestate, without known heirs . . . . . (MAG) 191
audits . . . . . (MAG) 184
Certificates of Appointment of an Estate Trustee . . . . . (MAG) 184
contested claims, will trials . . . . . (MAG) 184

evaluation
mining claims assessment . . . . . (NDM) 546
occupational hazards . . . . . (LAB) 460
public health . . . . . (MOH) 417
See also assessment

examinations
develops Interprovincial Standards (Red Seal) examinations . . . . . (TCU) 637
develops Ontario certification examinations . . . . . (TCU) 637
driver . . . . . (MTO) 643
wood measurement, scaler's licences . . . . . (MNR) 536

Exclude time on unpatented claims for performance of work . . . . . (NDM) 547

exhibitions
Art Gallery of Ontario . . . . . (MCL) 307
art, travelling . . . . . (MCL) 307
arts, archaeology, natural science, travelling, Royal Ontario Museum . . . . . (MCL) 312
Ontario Science Centre, interactive exhibits . . . . . (MCL) 311

export
education, counselling, market intelligence and advocacy . . . . . (EOI) 345
marketing, Agri-Food companies . . . . . (OMAF) 147

New Exports to Border States Program ..... (EOI) 345
Ontario Exports Inc., helps Ontario firms expand export markets ..... (EOI) 345
Ontario Global Traders Awards ..... (EOI) 345
Export Services - Video ..... (OMAF) 148
Exporter's Registration Certificate - FTA ..... (FIN) 381
Exporter's Registration Certificate - GTA ..... (FIN) 381
Exporting Food to the USA ..... (OMAF) 148
expropriation
Board of Negotiation, settlements when real property is expropriated ..... (MAG) 165
Ontario Municipal Board, land compensation appeals ..... (MAG) 165
Extensions of Time ..... (NDM) 547

F

Fairbank Provincial Park (Northeastern) ..... (MNR) 517
fall colour
tourist attractions, Ontario Travel Information Centres ..... (MTR) 614
families
Advocacy Office, protects rights of families receiving ministry services ..... (CFC) 228
family benefits
See children
Family Responsibility ..... (CFC) 226
Farm Business Registration ..... (OMAF) 155
Farm Implement Dealer Registration Certificate ..... (OMAF) 143
Farm Implement Distributor Registration Certificate ..... (OMAF) 143
Farm Implements Complaints Handling ..... (OMAF) 143
Farm Plus Plan (Rural Loan Pool) ..... (OMAF) 149
Farm Soil Sample Analysis ..... (OMAF) 141
Farming and Food Production Protection Act Program ..... (OMAF) 143
Farmlands Property Class Tax Program ..... (OMAF) 150
farms
See agriculture
fatalities
investigate mining industry fatalities ..... (LAB) 460
See also deaths
Fax Service ..... (NDM) 547
federal-provincial
Ontario's participation in major meetings and conferences ..... (MIA) 455
relations, policies and program issues, negotiating and communications advice ..... (MIA) 455
trade and investment issues, economic developmental concerns ..... (EOI) 340
fellowships
mental health research ..... (MOH) 453
Fellowships for Studying in French ..... (TCU) 630
Ferris Provincial Park (Southeastern) ..... (MNR) 517
ferry
between Tobermory and Manitoulin Island ..... (NDM) 559
building and operating ferry services ..... (MTO) 643
passenger and freight services, Northern Ontario ..... (NDM) 559
Pelee Island ..... (NDM) 559
Fertilizer Requirement Tables ..... (OMAF) 141
festivals
tourist information, publications ..... (MTR) 614

Field Crops/Horticulture Technology/Horticulture Crops/Greenhouse, Agroforestry & Specialty Crops . . . (OMAF) 141
film
administers six tax credits supporting film . . . (MCL) 310
advice and research, cultural areas . . . (MCL) 302
approves and classifies films and videos for exhibition or distribution . . . (CBS) 297
attracting international producers to Ontario, production facilities . . . (MCL) 310
records of enduring value, Archives of Ontario . . . (MBS) 477
regulates movie theatres, distributors and video retailers . . . (CBS) 261
Science North, IMAX theatre, 3D-films . . . (MCL) 312
training opportunities for emerging content producers . . . (MCL) 310
financial
guardianship services, mentally incapable clients . . . (MAG) 191
regulatory sectors, credit unions, caisses populaires, co-operatives . . . (FIN) 386
regulatory sectors, pensions, insurance, loan and trust companies . . . (FIN) 386
financial assistance
Ontario Student Assistance Program appeals . . . (TCU) 639
OSAP (Ontario Student Assistance Program) . . . (TCU) 630
paying for assessment of capacity under Substitute Decisions Act . . . (MAG) 190
postsecondary students, educational costs, living expenses . . . (TCU) 630
veterans and their dependents, Soldiers' Aid Commission . . . (CFC) 230
See also grants
See also loan
financial protection
beef producers, sales barn operators and county dealers . . . (OMAF) 145
grain producers, dealer defaults on payment or storage . . . (OMAF) 161
livestock producers, licensed dealer defaults on payment . . . (OMAF) 161
See also insurance
fines
Ontario Court of Justice, payment of fines other than parking . . . (MAG) 184
Finlayson Point Provincial Park (Northeastern) . . . (MNR) 517
fire
appeals, Fire Protection and Prevention Act, 1997, Ontario Fire Code . . . (PSS) 610
educational programs related to fire investigations . . . (PSS) 609
emergency planning . . . (MNR) 514
evaluate occurrences to determine factors that may have contributed to life loss . . . (PSS) 609
Fire Safety Commission, adjudicative agency . . . (PSS) 610
fire service certification program . . . (PSS) 607
forest, prevention and detection, aviation services . . . (MNR) 514
management, emergency response services . . . (MNR) 508
Ontario Fire College . . . (PSS) 610
regional training for municipal fire fighters . . . (PSS) 610
safety awards to citizens, firefighters and organizations . . . (PSS) 607
safety, review construction plans, education facilities, institutional, government buildings . . . (PSS) 610
service publications . . . (PSS) 607
training programs, curriculum assistance to fire departments . . . (PSS) 610
See also inspection
Fire Safety Commission . . . (PSS) 610
firefighter
awards program . . . (PSS) 607
First Nations
Aboriginal Healing and Wellness Strategy . . . (CFC) 223
Constables, approves appointments . . . (PSS) 611

emergency response advice and assistance . . . . . (PSS) 603
funding, highways . . . . . (MTO) 645
See also aboriginal
See also native
fish
See fishing
fisheries
fish harvests, fishing regulations and stocking . . . . . (MNR) 527
management of Great Lakes fisheries, Ontario's fish culture operations . . . . . (MNR) 515
Outdoors Card and licensing programs . . . . . (MNR) 515
research, climate change, impacts of invading species . . . . . (MNR) 527
restoration of Atlantic salmon in Lake Ontario . . . . . (MNR) 527
fishing
licences . . . . . (CBS) 255
tourist information, publications . . . . . (MTR) 614
travel counselling, recreation opportunities, publications on Ontario's fish . . . . (MNR) 530
Fitzroy Provincial Park (Southeastern) . . . . . (MNR) 517
flood
claims against the Ministry of Transportation due to construction drainage/flooding . . . . . (MTO) 643
damage, Ottawa River Basin, Canada-Ontario-Quebec Agreement . . . . . (MNR) 537
emergency planning . . . . . (MNR) 514
partnership programs to protect natural resources . . . . . (MNR) 516
food
consulting services to the food processing industry . . . . . (OMAF) 155
industry, one-window source of information on programs and services . . . . . (OMAF) 144
industry standards on food grades, processes and regulatory compliance . . . . (OMAF) 155
inspection at processing plants and other points of distribution . . . . . (OMAF) 145
Ontario Food Terminal, central marketplace for growers and wholesalers . . . (OMAF) 162
safety, 24 hour Emergency Situation ResponseTeam . . . . . (OMAF) 152
safety and quality standards, foods of plant origin . . . . . (OMAF) 146
safety, disease control programs . . . . . (MOH) 415
See also agriculture
forensic science
Centre of Forensic Sciences . . . . . (PSS) 603
law enforcement evidence . . . . . (PSS) 603
library, educational materials . . . . . (PSS) 603
forest
agroforestry advisory services . . . . . (OMAF) 141
Algonquin Forestry Authority . . . . . (MNR) 535
fire prevention and detection, aviation services, emergency planning . . . . . (MNR) 514
implementation of forest legislation, standards . . . . . (MNR) 514
Northern Forest Ecosystem Research, boreal ecosystems . . . . . (MNR) 527
Ontario Forest Research Institute, conservation of Ontario's forest ecosystems . . . . . (MNR) 528
preservation, fish and wildlife habitat, soil and water resources . . . . . (MNR) 535
protection of moose, wildlife and fish habitat, tourism values . . . . . (MNR) 527
public information, publications . . . . . (MNR) 530
regeneration, aesthetics and preservation of diverse vegetation types . . . . . (MNR) 535
research funding, Ontario Forestry Council . . . . . (MNR) 536
resource management, program delivery . . . . . (MNR) 507
resources management, wood supply, licensing, wood measurement . . . . . (MNR) 514
softwood lumber trade issues . . . . . (MNR) 514
Workplace Safety and Insurance, sector services . . . . . (LAB) 473

francophone
adult literacy programs . . . . . (TCU) 634
French Language Services Act . . . . . (OFA) 398
information on the province's French-speaking population . . . . . (OFA) 398
See also French
fraud
grant and tax credit claims . . . . . (FIN) 384
investigation and enforcement, Health Services utilization and payment . . . . . (MOH) 434
prevention, detection, health system . . . . . (MOH) 432
Welfare Fraud Hotline . . . . . (CFC) 230
freedom of information
Information and Privacy Commissioner . . . . . (IPC) 132
investigates wrongful collection, use or disclosure of personal information . . . . . (IPC) 132
reviews government decisions about access to information . . . . . (IPC) 132
Freedom of Information and Protection of Privacy . . . . . (OMAF) 153
Freedom of Information and Protection of Privacy . . . . . (MAH) 493
freight
rail, bus, ferry transportation, northern Ontario . . . . . (NDM) 559
French
advisory services to colleges, French language education . . . . . (TCU) 629
advisory services to universities, French-language education and programming . . . . . (TCU) 631
coordination of government-wide delivery of French language services . . . . . (OFA) 398
curricula for French-language elementary and secondary education . . . . . (EDU) 320
educational television network, TFO . . . . . (TCU) 639
elementary/secondary funding programs . . . . . (EDU) 320
Hansard Reporting and Interpretation Services . . . . . (LEG) 129
Official Languages Monitor Program . . . . . (EDU) 324
resolve disputes, education programs in the language of a minority group . . . . . (EDU) 330
translation and publication of Ontario regulations . . . . . (MAG) 195
translation and terminology services for the Ontario Government . . . . . (MBS) 488
See also francophone
Frontenac Provincial Park (Southeastern) . . . . . (MNR) 517
fruit
central marketplace for Ontario growers and produce wholesalers . . . . . (OMAF) 162
Export Marketing, agri-food products . . . . . (OMAF) 147
Foodland Ontario promotion program, brand, retail and client services . . . . . (OMAF) 147
inspection services at processing plants and other points of distribution . . . . . (OMAF) 145
licensing of processors, grapes, tender fruit, apples . . . . . (OMAF) 162
supervising marketing boards, commodity regulation . . . . . (OMAF) 162
Fuel Acquisition Permit - FTA . . . . . (FIN) 381
Fuel Acquisition Permit - Kerosene (FTA) . . . . . (FIN) 381
Fuel Acquisition Permit - Tobacco Curing (FTA) . . . . . (FIN) 381
Fuel Tax . . . . . (FIN) 381
fuels
collection and refunds, gas and fuel taxes . . . . . (FIN) 381
policy on supply, distribution and pricing . . . . . (ENE) 362
funding
AIDS, community-based groups, Ontario HIV Treatment Network . . . . . (MOH) 409
assistance to heritage groups . . . . . (MCL) 303
broader education policy changes . . . . . (EDU) 317
Canada-Ontario Special Agreement . . . . . (EDU) 320
captial, water and sewage infrastructure . . . . . (ENE) 352
community-based services that support victims . . . . . (MAG) 196
forestry research . . . . . (MNR) 536

Infant Hearing Program . . . . . (MOH) 416
Official Languages in Education Agreement . . . . . (EDU) 320
Ontario Graduate Scholarship program . . . . . (TCU) 639
physicians, Alternate Payment Program . . . . . (MOH) 426
Preschool Speech and Language Program . . . . . (MOH) 416
program funding for the health, social, and economic benefit of Ontarians . . . . . (MTR) 620
program to assist sport, culture and tourism infrastructure in Ontario . . . . . (MTR) 616
student-focused funding grant regulations . . . . . (EDU) 317
SuperBuild Strategy . . . . . (MTR) 616
See also financial assistance
See also grants

funeral
consumer compensation claims, prepaid services not received . . . . . (CBS) 264
Ontario Board of Funeral Services, regulates industry . . . . . (CBS) 264

fur
reconstruction of original fur trade establishment, Old Fort William . . . . . (MTR) 623
wildlife research . . . . . (MNR) 528

Fushimi Lake Provincial Park (Northeastern) . . . . . (MNR) 517

G

GAINS
program information . . . . . (FIN) 370

gaming
charitable and casino, licences and regulates . . . . . (CBS) 295
Ontario Lottery and Gaming Corporation (OLGC) . . . . . (MAG) 199

Gaming Control Act, 1992 . . . . . (CBS) 295

garbage
See waste

gardens
Queen Elizabeth Gardens . . . . . (MTR) 625
Royal Botanical Gardens . . . . . (MCL) 311

gasoline
policy on supply, distribution and pricing . . . . . (ENE) 362
tax appeals . . . . . (FIN) 384
tax, collection, refunds . . . . . (FIN) 381

Gasoline Tax . . . . . (FIN) 382

Gazette
Ontario Gazette, purchase . . . . . (CBS) 259
Ontario Gazette subscriptions . . . . . (CBS) 260

General Mining Land Information . . . . . (NDM) 546
GEO Enterprises Ontario . . . . . (NDM) 543

geodetic services
develops and publishes standards, guidelines, specifications for surveys . . . . . (MNR) 529
Global Positioning System, COSINE database, Base Data Infrastructure . . . . . (MNR) 529

geographic names
Ontario Geographic Names Board, recommends names to be used on maps . . . (MNR) 536
surveying activities, official geographic names database . . . . . (MNR) 529

geology
field investigations on known mineral deposits . . . . . (NDM) 548
mapping of bedrock and mineral deposits, Precambrian Shield . . . . . (NDM) 548
Mines Library, mining and mineral resources . . . . . (NDM) 544

Geophysics Program . . . . . (NDM) 548

Geoscience Laboratories . . . . . (NDM) 543
Geoscience Library . . . . . (NDM) 543
gift shop
Legislative Building . . . . . (LEG) 129
Niagara Parks Commission . . . . . (MTR) 623
Old Fort William . . . . . (MTR) 623
Royal Botanical Gardens . . . . . (MCL) 311
Royal Ontario Museum . . . . . (MCL) 312
Science North . . . . . (MCL) 312
GO Transit
interregional public transit service, Greater Toronto, Hamilton . . . . . (MTO) 671
golf course
Niagara Parks Commission . . . . . (MTR) 623
Upper Canada Golf Course, St. Lawrence Parks . . . . . (MTR) 625
grain
collection of wheat samples for the Ontario Wheat Board Survey . . . . . (OMAF) 155
Financial Protection Program . . . . . (OMAF) 161
licencing and inspection of grain elevators and dealers . . . . . (OMAF) 155
sampling and weighing of grain at export ports . . . . . (OMAF) 155
third-party sampling of grain . . . . . (OMAF) 155
wheat head/soil sampling, analysis for the Canadian Grain Commission . . . . . (OMAF) 155
See also crops
Grain Dealer Licensing and Financial Protection Program . . . . . (OMAF) 156
Grain Elevator Operator Licensing & Financial Protection Program . . . . . (OMAF) 156
Grain Financial Protection Board . . . . . (OMAF) 156
grants
administration, accountability for operating grants to school boards . . . . . (EDU) 318
financial assistance to postsecondary students . . . . . (TCU) 630
mental health research . . . . . (MOH) 453
operating and capital grants to colleges . . . . . (TCU) 629
promote accessibility, equal opportunity in business and services . . . . . (MCZP) 204
pupil accommodation and student transportation . . . . . (EDU) 317
special, capital and operating grants to universities . . . . . (TCU) 631
Working Partnerships, Aboriginal Community Capital Grants Program . . . . . (NAT) 503
See also funding
See also financial assistance
Grants to Provincial and Community Recreation Organizations . . . . . (MTR) 620
Grape Processor Licence . . . . . (OMAF) 162
Great Lakes
fisheries and resources management . . . . . (MNR) 515
fisheries, impacts of invading species, gobies . . . . . (MNR) 527
natural resource management . . . . . (MNR) 515
Greenwater Provincial Park (Northeastern) . . . . . (MNR) 517
grievance
constituting boards of arbitration, appointing single arbitrators . . . . . (LAB) 465
coordinating OPS grievances . . . . . (MBS) 478
crown employees, public service . . . . . (LAB) 467
maintains a roster of qualified arbitrators . . . . . (LAB) 465
teachers . . . . . (EDU) 331
Grundy Lake Provincial Park (Central) . . . . . (MNR) 517
Guaranteed Annual Income System . . . . . (FIN) 379
guardian
Children's Lawyer (formerly the Official Guardian) . . . . . (MAG) 189
financial guardianship services, mentally incapable clients . . . . . (MAG) 191
investigates allegations of serious harm to incapable adults . . . . . (MAG) 191

Public Guardian and Trustee . . . . . (MAG) 190
registry . . . . . (MAG) 191
requests to appoint guardian . . . . . (MAG) 191

H

Halfway Lake Provincial Park (Northeastern) . . . . . (MNR) 517
handicapped
See disabilities
Hansard
purchase, Publications Ontario . . . . . (CBS) 259
reports, available on the Internet . . . . . (LEG) 129
verbatim transcripts of the sittings of the Legislature, publication . . . . . (LEG) 129
hatcheries
fish, resource management, program delivery . . . . . (MNR) 515
hazardous waste
Information Network . . . . . (ENE) 352
management . . . . . (ENE) 355
health
aboriginal, health access centres, promotion/education . . . . . (CFC) 223
ambulance services, land and air transportation . . . . . (MOH) 410
appeals, decisions of the Ontario Health Insurance Plan respecting eligibility and payment . . . . . (MOH) 452
appeals, decisions with respect to licensing of independent health facilties . . . . (MOH) 452
appeals, Employer Health Tax . . . . . (FIN) 384
appeals, self-regulating colleges, applications for registration . . . . . (MOH) 452
appeals, self-regulating colleges, reviews decisions of complaints committees . . . . . (MOH) 452
chronic disease prevention . . . . . (MOH) 416
Community Health Centres, integrated primary care . . . . . (MOH) 410
District Health Councils, research, identify, district health needs . . . . . (MOH) 449
Employer Health Tax applications . . . . . (CBS) 254
Family Health Networks . . . . . (MOH) 434
hazards, chemical, physical or biological agents in the environment . . . . . (MOH) 415
Health Tax for the Self Employed applications . . . . . (CBS) 254
Independent Health Facilities, diagnostic tests, treatment and surgical services . . . . . (MOH) 426
information, Employer Health Tax . . . . . (FIN) 370
mental health contact for service providers, consumers, family organizations . . . . . (MOH) 421
Network, linking pharmacies with the Ontario Drug Benefit program . . . . . (MOH) 427
Northern Health Travel Grant . . . . . (MOH) 428
OHIP Health Card, registration of eligible health care providers . . . . . (MOH) 428
Ontario Health Promotion Resource System . . . . . (MOH) 416
Ontario Heart Health Program . . . . . (MOH) 416
Ontario Mental Health Foundation, grants, research . . . . . (MOH) 453
public health, research and evaluation, epidemiology . . . . . (MOH) 416
public health units, health promotion and disease prevention programs . . . . . (MOH) 417
public laboratories, testing reportable and emerging diseases . . . . . (MOH) 433
safety assessments of chemicals . . . . . (LAB) 460
sexually transmitted diseases, AIDS . . . . . (MOH) 415
statistical analysis of occupational health data . . . . . (LAB) 460
surveillance, prevention, control of reportable diseases . . . . . (MOH) 415

tuberculosis, food and water safety, rabies control . . . . . (MOH) 415
Women's Health Council . . . . . (MOH) 442
See also medical
See also mental health
health and safety
appeals, Health and Safety Inspectors, orders and decisions . . . . . (LAB) 471
construction industry . . . . . (LAB) 459
enforce standards, workplace . . . . . (LAB) 460
industrial, all sectors other than construction and mining . . . . . (LAB) 459
mining industry . . . . . (LAB) 460
occupational, information . . . . . (LAB) 460
Workplace Safety and Insurance Board . . . . . (LAB) 472
workplace, small business services . . . . . (LAB) 474
health insurance
appeals, decisions of the Ontario Health Insurance Plan respecting eligibility and payment . . . . . (MOH) 452
investigation of inappropriate fee-for-service claims . . . . . (MOH) 452
payment of medical claims . . . . . (MOH) 428
recommendations, eligibility of insured services . . . . . (MOH) 452
registration, information, issuance of Health Cards . . . . . (MOH) 428
registration of eligible health care providers . . . . . (MOH) 428
See also OHIP
Health Professionals Recruitment Tour . . . . . (NDM) 556
Health Service Organization . . . . . (MOH) 435
Healthy Futures for Ontario Agriculture . . . . . (OMAF) 142
hearings
appeals, decisions on General Welfare Assistace (GWA) . . . . . (CFC) 251
appeals, decisions on Vocational Rehabilitation Services (VRS), Family Benefts (FBA) . . . . . (CFC) 251
appeals, designation of archaeological or historic sites . . . . . (MCL) 307
appeals, environmental approvals, licences, permits, orders . . . . . (ENE) 362
appeals, refusal of archaeological licences . . . . . (MCL) 307
applications for registration to self-regulating colleges . . . . . (MOH) 452
bail . . . . . (MAG) 184
capacity to consent to treatment, admission to a care facility . . . . . (MOH) 448
civil committal to a psychiatric facility . . . . . (MOH) 448
Consolidated, Environmental Review Tribunal and Ontario Municipal Board . . . . . (ENE) 363
decision to admit an incapable person to a long-term care facility . . . . . (MOH) 448
decisions concerning hospital privileges, appointments to hospital medical staff . . . . . (MOH) 452
disputes, pay equity . . . . . (LAB) 472
empoyer representation, Workplace Safety and Insurance Board . . . . . (LAB) 467
human rights violations . . . . . (MCZP) 212
incapacity to manage property, allow others access to clinical records . . . . . (MOH) 448
information on matters before the Ontario Municipal Board . . . . . (MAG) 165
land use planning, development charges, ward boundaries, expropriation compensation . . . . . (MAG) 165
landlord-tenant disputes . . . . . (MAH) 498
municipal designation of property, historical or architectural conservation . . . . . (MCL) 307
refusal, suspension, reduction of benefit, Ontario Works, Ontario Disability Support Plan . . . . . (CFC) 251
review, young persons in custody . . . . . (CFC) 230
rulings, Ontario Racing Commission Judges, Stewards officiating at races . . . . . (CBS) 297
See also appeal

heritage
advisory services, technical assistance,conservation and planning ..... (MCL) 303
funding assistance, community museums, local historical societies ..... (MCL) 303
identifying, conserving and managing archaeological resources ..... (MCL) 303
manages, restores provincially significant historic buildings ..... (MCL) 309
natural heritage partnership programs ..... (MNR) 516
Ontario Heritage Foundation ..... (MCL) 309
Ontario Parks, protection of natural/cultural heritage ..... (MNR) 516
Provincial Historical Plaques Program ..... (MCL) 309
register of designated properties ..... (MCL) 303
See also archaeological
See also conservation
highways
carrier enforcement ..... (MTO) 663
construction materials, quality standards and guidelines ..... (MTO) 658
construction materials, testing and analysis ..... (MTO) 658
construction, Ontario Provincial Standards ..... (MTO) 657
design publications and manuals ..... (MTO) 657
route planning, design, construction and maintenance ..... (MTO) 646
standards, traffic signs and signals, illumination and speed limits ..... (MTO) 658
traffic accident information files ..... (MTO) 658
See also road
See also bridges
hiking trails
tourist information, publications ..... (MTR) 614
historic
attractions, Sainte-Marie among the Hurons, Discovery Harbour ..... (MTR) 622
restaurant, Old Fort William ..... (MTR) 623
sites, designation of archaeological, hearings and appeals ..... (MCL) 307
sites, Niagara Parks Commission ..... (MTR) 623
historical
art, Art Gallery of Ontario ..... (MCL) 307
designation of property for conservation, hearings ..... (MCL) 307
Huronia Historical Parks ..... (MTR) 621
local societies, funding ..... (MCL) 303
manages, restores provincially significant historic buildings ..... (MCL) 309
negotiates, monitors conservation easement agreements, owners of historical buildings ..... (MCL) 309
Provincial Historical Plaques Program ..... (MCL) 309
HIV
See AIDS
hoisting
Materials testing, wire ropes used in mine-hoisting installations ..... (LAB) 460
holidays
employment standards, rules on paid public holidays, vacation pay ..... (LAB) 458
home care
See long-term care
home for the aged
See long-term care
Home Oxygen Program ..... (MOH) 435
homeless
prevention programs ..... (CFC) 223
horticulture
crop technology, courses, factsheets, technical production packages ..... (OMAF) 141
Royal Botanical Gardens, scientific and research institution ..... (MCL) 311

tours and educational programs, library ..... (MCL) 311
hospitals
advocacy and rights advice to inpatients, psychiatric hospitals ..... (MOH) 421
appeals, hospital privileges, appointments to medical staff ..... (MOH) 452
Independent Health Facilities, diagnostic tests, treatment, surgical services ... (MOH) 426
housing
adjudicate landlord-tenant disputes ..... (MAH) 498
assisting developers of affordable housing, consumer protection legislation ... (MAH) 496
construction of buildings, Ontario Building Code ..... (MAH) 496
forms and information brochures, landlord and tenant matters ..... (MAH) 498
maintenance of existing buildings, municipal property standards ..... (MAH) 496
market, research and analysis ..... (MAH) 496
mortgages made available by the Province of Ontario ..... (MAH) 498
public housing, municipal control ..... (MAH) 498
transfer of social housing administration to municipal service managers ..... (MAH) 496
See also accommodation
human rights
investigation and enforcement, mediation and conciliation of complaints .... (MCZP) 212
Ontario Human Rights Commission ..... (MCZP) 212
research into patterns of discrimination ..... (MCZP) 212
violations hearings ..... (MCZP) 212
See also discrimination
hunting
licences ..... (CBS) 255
Ontario Moose and Bear Allocation Advisory Committee ..... (MNR) 536
public information, travel counselling , publications, reading room ..... (MNR) 530
tourist information, publications ..... (MTR) 614
hydro
See electricity

I

IJT of Middle Distillate Fuel Registration Certificate-FTA ..... (FIN) 382
IJT Registration Certificate - GTA ..... (FIN) 382
IMAGE Books ..... (CBS) 297
immigrants
administering business immigration programs ..... (EOI) 340
Business Immigration Program, information seminars ..... (EOI) 341
establishment services to help settle business immigrants ..... (EOI) 340
Newcomer Settlement Program ..... (MCZP) 205
Importer's Registration Certificate - FTA ..... (FIN) 382
Importer's Registration Certificate - GTA ..... (FIN) 382
In-office and in-field Geological Consultation and Advisory Services ..... (NDM) 548
income tax
See taxation
incorporation
See business
Incorporation of Business ..... (CBS) 288
Incorporation of Business/Non-Profit Corporations ..... (CBS) 267
272, 278, 280, 281, 285, 286, 288, 290, 291, 292
independent investigations
allegations of sexual impropriety, Correctional Services employees ..... (PSS) 561

Indians
See aboriginal
industrial
health and safety standards, inspect, enforce . . . . . (LAB) 459
industry
develops apprenticeship training programs, materials . . . . . (TCU) 637
negotiate trade and investment agreements . . . . . (EOI) 339
See also business
See also manufacturing
information service
food industry and rural business development clients . . . . . (OMAF) 144
labour relations and collective bargaining . . . . . (LAB) 465
land registration, Teranet Land Information Services . . . . . (CBS) 270
Ministry of Transportation . . . . . (MTO) 641
Workplace Safety and Insurance issues . . . . . (LAB) 468
See also bilingual information and referral service
Information Services . . . . . (CBS) 297
injuries
compensation, result of an act of criminal violence . . . . . (MAG) 199
occupational health and safety, construction, window cleaning operations . . . . . (LAB) 459
occupational health and safety, industrial workplace . . . . . (LAB) 459
occupational health and safety, mining industry . . . . . (LAB) 460
prevention including substance abuse programs . . . . . (MOH) 416
Workplace Safety and Insurance Board . . . . . (LAB) 473
See also accident
inquests
coroners . . . . . (PSS) 605
inspection
abattoirs, meat . . . . . (OMAF) 146
air and water monitoring . . . . . (ENE) 352
commercial vehicle and highway carrier . . . . . (MTO) 643
consumer protection . . . . . (CBS) 261
dairy production, processing plants . . . . . (OMAF) 145
flue-cured tobacco . . . . . (OMAF) 155
food premises inspection, public health units . . . . . (MOH) 417
food, processing facilities and other points of distribution . . . . . (OMAF) 145
grain elevators and grain dealers . . . . . (OMAF) 155
medical laboratories, specimen collection centres . . . . . (MOH) 434
Ontario Structure Inspection Manual . . . . . (MTO) 657
standards, fire safety . . . . . (PSS) 610
vehicle . . . . . (MTO) 667
vehicle, Central Region . . . . . (MTO) 665
X-Ray facilities . . . . . (MOH) 426
See also buildings
See also fire
institution
correctional institutions . . . . . (PSS) 566
licensing of financial institutions doing business in Ontario . . . . . (FIN) 390
insurance
agricultural . . . . . (OMAF) 154
approval of insurance rates for automobile insurance, actuarial services . . . . . (FIN) 387
approves automobile insurance rates (premiums) and risk classifications . . . . . (FIN) 388
automobile, accident benefits utilization trends . . . . . (FIN) 388
compensation, people injured in auto accidents when no automobile insurance exists . . . . . (FIN) 388

complaints, business practices of insurance companies ..... (FIN) 391
Crop Insurance ..... (OMAF) 158
decisions of Ontario Health Insurance Plan respecting eligibility, payment .... (MOH) 452
Deposit Insurance Corporation of Ontario ..... (FIN) 386
deposit insurance for individual depositors to a limit of $100,000 ..... (FIN) 386
disputes over adjustments of loss on crop insurance contracts, appeals ..... (OMAF) 160
enquiries, Crop Insurance ..... (OMAF) 159
final level of appeal, Workplace Safety and Insurance ..... (LAB) 472
income and premium tax on insurance companies ..... (FIN) 377
investigation of inappropriate fee for service claims ..... (MOH) 452
licensing of companies, life insurance agents, adjusters ..... (FIN) 390
mediation, arbitration, appeals, disputes between insurance companies ..... (FIN) 390
Ontario Health Insurance registration, payment of claims ..... (MOH) 428
recommendations, eligibility of insured health services ..... (MOH) 452
review automobile insurance forms ..... (FIN) 388
review automobile insurance underwriting rule of filings ..... (FIN) 388
Statutory Accident Benefits Schedule of the Insurance Act ..... (FIN) 388
Workplace Safety and Insurance Board, frontline services ..... (LAB) 473
Workplace Safety and Insurance claims, advises, represents workers ..... (LAB) 468
Workplace Safety and Insurance, representation, advice to employers ..... (LAB) 467
Worplace Safety and Insurance Board services, small business employer ..... (LAB) 474
See also health insurance

insurance board
business registration, Workplace Safety and Insurance Board ..... (CBS) 254
Workplace Safety, advises, represents workers ..... (LAB) 468
Workplace Safety and Insurance Appeals Tribunal ..... (LAB) 472
Workplace Safety and Insurance Board ..... (LAB) 473

integrated justice
Integrated Justice Project ..... (PSS) 563

Interest Relief Plan ..... (TCU) 630

international
analysis and advice on international issues and events ..... (EOI) 333
attracting film producers to Ontario location and production facilities ..... (MCL) 310
Helps Ontario businesses expand sales in Latin America, Europe, Africa, Asia ..... (EOI) 345
helps Ontario businesses expand sales into United States, European Union ..... (EOI) 345
investor assistance service, manufacturing and tradable services ..... (EOI) 341
Market Ontario investment, International sales ..... (EOI) 342
monitoring of tourism trends, provides information and analysis ..... (MTR) 622
monitors and regulates international adoption ..... (CFC) 230
program information, International Fuel Tax Agreement ..... (FIN) 370
science and technology agreements ..... (EOI) 344
trade missions, sourcing Ontario suppliers for international buyers ..... (EOI) 345
trade promotion programs, export missions, marketing, Agri-Food ..... (OMAF) 147
transfer of adult offenders ..... (PSS) 572

International Fuel Tax Agreement (IFTA) Licencing -GTA, FTA ..... (FIN) 382

interprovincial
Interprovincial Standards (Red Seal) examinations, skilled occupations ..... (TCU) 637
negotiate trade and investment agreements ..... (EOI) 340
Ontario's participation in major meetings and conferences ..... (MIA) 455
relations, policies and program issues, negotiating and communications advice ..... (MIA) 455
transfer of adult offenders ..... (PSS) 572

intestate
estates administration ..... (MAG) 191

investigation
adequacy and effectiveness of policing services . . . . . (PSS) 611
carrier operations . . . . . (MTO) 664
Consumer and Business Services . . . . . (CBS) 262
contaminant damage to property, Environmental Protection Act . . . . . (OMAF) 160
environmental . . . . . (ENE) 356
fire occurrences . . . . . (PSS) 609
milk and milk products . . . . . (OMAF) 145
Ontario Human Rights Code complaints . . . . . (MCZP) 212
resource violators, Integrated Provincial Compliance Program . . . . . (MNR) 508
serious injury, circumstances involving police and civilians . . . . . (MAG) 195
significant violations of policy and procedures with respect to offenders . . . . . (PSS) 572
Investigations . . . . . (FIN) 389
investment
appeals, Community Small Business Investment Funds Act . . . . . (FIN) 384
Business Immigration Program . . . . . (EOI) 341
development of financing investment in capital infrastructure . . . . . (FIN) 392
funds, Ontario Financing Authority . . . . . (FIN) 392
Guaranteed Investment Certificates, Savings Office . . . . . (FIN) 394
information, presentation services to attract, expand investment . . . . . (EOI) 342
infrastructure, Ontario SuperBuild Corporation . . . . . (FIN) 396
international investor assistance, manufacturing and tradable services . . . . . (EOI) 341
Key Investment Account Program . . . . . (EOI) 341
market mineral exploration and development opportunities . . . . . (NDM) 543
Market Ontario investment generation activities in the United States . . . . . (EOI) 343
marketing, promoting Northern Ontario . . . . . (NDM) 559
Ontario Securities Commission . . . . . (FIN) 396
program information, Ontario Investment and Employee Ownership Plan . . . . . (FIN) 370
scientific research and technology development . . . . . (EOI) 343
supports food processing client investment needs . . . . . (OMAF) 144
Investment Readiness Test . . . . . (NDM) 556
Ipperwash Provincial Park (Southwestern) . . . . . (MNR) 517
Issue and Renewal of Prospectors Licence . . . . . (NDM) 547
Ivanhoe Lake Provincial Park (Northeastern) . . . . . (MNR) 517

J

jails
correctional institutions . . . . . (PSS) 566
Job Connect . . . . . (TCU) 634
job mart
publishing . . . . . (MBS) 477
jobs
apprenticeship opportunities, Auto Service, Construction, Manufacturing, Service sector . . . . . (TCU) 635
construction workers and contractors, ability to work in Quebec . . . . . (LAB) 466
Job Connect . . . . . (TCU) 633
JobGrow and Training Hotline . . . . . (TCU) 633
Summer Jobs Service . . . . . (TCU) 633
Summer Jobs Service Program . . . . . (OMAF) 150
See also employment
John E. Pearce Provincial Park (Southwestern) . . . . . (MNR) 517

judicial
appointments, recommend candidates . . . . . (MAG) 199
prosecution of criminal cases before Ontario courts . . . . . (MAG) 185
jury
court services . . . . . (MAG) 169
duty, summoning jurors . . . . . (MAG) 184
justice
See judicial

K

Kakabeka Falls Provincial Park (Northwestern) . . . . . (MNR) 517
Kap-Kig-Iwan Provincial Park (Northeastern) . . . . . (MNR) 517
Kettle Lakes Provincial Park (Northeastern) . . . . . (MNR) 517
kickboxers
licences, professional boxers, kickboxers, wrestlers and officials . . . . . (CBS) 261
Killbear Provincial Park (Central) . . . . . (MNR) 517

L

laboratories
geoanalytical data, mineralogical and elemental analysis services . . . . . (NDM) 543
licensing, inspection, medical laboratories, specimen collection centres . . . . . (MOH) 434
testing, disease prevention, promotion of public health . . . . . (MOH) 433
laboratory
environmental testing, consultation, research . . . . . (ENE) 353
Materials Testing, wire ropes used in mine-hoisting installations . . . . . (LAB) 460
services, agri-food . . . . . (OMAF) 151
testing, surveillance for drugs on the Drug Benefit Formulary . . . . . (MOH) 434
testing, transportation system materials . . . . . (MTO) 658
labour
employment standards, information, website . . . . . (LAB) 458
training, apprenticeship, employment preparation . . . . . (TCU) 631
labour relations
appeals, employment standards, health and safety inspectors . . . . . (LAB) 471
cataloguing arbitration awards for public availability . . . . . (LAB) 465
collective agreements library . . . . . (LAB) 466
deal with complaints of unfair labour practices . . . . . (LAB) 471
deal with illegal strikes and lockouts . . . . . (LAB) 471
labour relations/collective bargaining information database . . . . . (LAB) 466
monitoring the progress of arbitration proceedings . . . . . (LAB) 465
Office of Arbitration, constituting boards, appointing single arbitrators . . . . . (LAB) 465
Office of Mediation, conciliation services before strikes, lockouts . . . . . (LAB) 466
Ontario Labour Relations Board . . . . . (LAB) 471
trade union certification, termination of bargaining rights . . . . . (LAB) 471
Labour Sponsored Investment Funds . . . . . (FIN) 379
Lake Nipigon Provincial Park (Northwestern) . . . . . (MNR) 517
Lake on the Mountain Provincial Park (Southeastern) . . . . . (MNR) 517
Lake St. Peter Provincial Park (Southeastern) . . . . . (MNR) 517
Lake Superior Provincial Park (Northeastern) . . . . . (MNR) 517
lakes
fisheries, wildlife partnership programs . . . . . (MNR) 515

research, fisheries, impacts of invading species . . . . . (MNR) 527
research, restoration of Atlantic salmon in Lake Ontario . . . . . (MNR) 527
See also water

land
Aboriginal land claims, negotiations and settlements . . . . . (NAT) 502
administration, registration and acquisition of mining lands . . . . . (NDM) 546
agriculture policies related to land use and the Planning Act . . . . . (OMAF) 143
appeals, Land Transfer Tax . . . . . (FIN) 384
cadastral surveying licence, Ontario Land Surveyors membership . . . . . (MNR) 535
compensation, expropriation . . . . . (MAG) 165
computerized access to mining lands information . . . . . (NDM) 546
Crown Land Registry Program, preserve Crown land title integrity . . . . . (MNR) 516
Crown Land surveying, geodetic services . . . . . (MNR) 529
geographic information, nomenclature . . . . . (MNR) 528
GeoSmart, improve access to land information services . . . . . (MNR) 529
information, Land Transfer Tax, Provincial Land Tax . . . . . (FIN) 370
legal and survey issues arising from registration of documents . . . . . (CBS) 293
Mining Land Tax, administration and collection . . . . . (NDM) 546
Ontario Land Information Infrastructure . . . . . (MNR) 529
partnership programs, liaison with Conservation Authorities . . . . . (MNR) 516
protection of life and property, floods, drought, erosion . . . . . (MNR) 516
Provincial Digital Topographic Database . . . . . (MNR) 528
public access to Crown mineral rights, development of mining lands . . . . . (NDM) 546
registry offices, records, electronic search . . . . . (CBS) 270
resource management responsibilities relating to Native people . . . . . (MNR) 508
surveyors, Council of the Association of Ontario Land Surveyors . . . . . (MNR) 535
Titles, Registry, deeds, mortgages and plans of survey . . . . . (CBS) 269
use management advice, environmental issues . . . . . (ENE) 354
Wabaseemoong Traditional Land Use Area . . . . . (MNR) 537
See also Crown land
See also real property

Land Transfer Tax . . . . . (FIN) 382

land use planning
applications, appeals, Ontario Municipal Board . . . . . (MAG) 165
approvals, education, training and communications . . . . . (MAH) 495
identification and promotion of new planning practices . . . . . (MAH) 497
mineral exploration and development activity . . . . . (NDM) 548

landlord and tenant
adjudicate disputes . . . . . (MAH) 498
information about Tenant Protection Act . . . . . (MAH) 498

Landlord/Tenant Application Processing . . . . . (MAH) 498

language
Languages of Instruction Commission of Ontario . . . . . (EDU) 330
Official Languages Monitor Program . . . . . (EDU) 324
Preschool Speech and Language Program . . . . . (MOH) 416
resolve disputes, education programs in the language of a minority group . . . . . (EDU) 330

lawyer
Children's Lawyer (formerly the Official Guardian), legal services . . . . . (MAG) 189
represents personal, property rights, persons under a disability at law . . . . . (MAG) 189

layoffs
See employment

LCBO Brand List With Vendor and Agent Names . . . . . (CBS) 297
LCBO List of Consignment Agents . . . . . (CBS) 297
LCBO Ontario Agent List . . . . . (CBS) 297
LCBO People Places Numbers . . . . . (CBS) 297

LCBO Store Name and Address Directory . . . . . (CBS) 297
legal aid
delivery of services in Ontario . . . . . (MAG) 189
legislation
bills and regulations, shop in person and On-line (POOL) Web site . . . . . (CBS) 259
current Sessional documents tabled in the House . . . . . (LEG) 130
Legislative Assembly, enacts, amends and repeals legislation . . . . . (MEM) 113
status of legislation (bills) from current and previous Sessions . . . . . (LEG) 130
legislative
dining room and cafeteria, Tuck Shop . . . . . (LEG) 126
drafting services for bills and regulations . . . . . (MAG) 195
filing and publication of Ontario regulations, translation in French . . . . . (MAG) 195
in-house security services, Legislative Precinct . . . . . (LEG) 130
Members' Public Disclosure Statements, Integrity Commissioner . . . . . (ICO) 133
Ontario Legislative Television Satellite Network, ONT.PARL. . . . . (LEG) 128
preparation of annual statute books . . . . . (MAG) 195
Legislative Assembly
answer questions, matters referred to and being considered in Committees . . . . . (LEG) 129
general elections and by-elections of Members to the Legislative Assembly . . . . (OCE) 133
gift shop . . . . . (LEG) 129
Legislative Assembly, performs legislative, financial and critical functions . . . (MEM) 113
Legislative Building tours . . . . . (LEG) 129
Page Program, Student Usher Program . . . . . (LEG) 129
legislature
French and English interpretation services . . . . . (LEG) 129
Index information on Hansard for the current and past sessions . . . . . (LEG) 129
maintains public disclosure statements of Members, Executive Council . . . . . (LEG) 124
verbatim transcripts of the sittings of the Legislature, official report
(Hansard) . . . . . (LEG) 129
LIB
Liberal Party . . . . . (LEG) 131
libraries
Royal Ontario Museum specialized libraries . . . . . (MCL) 312
library
art reference, Art Gallery of Ontario . . . . . (MCL) 307
botany and ornamental horticulture, Royal Botanical Gardens . . . . . (MCL) 311
Collective Agreements Library . . . . . (LAB) 466
educational materials, forensic science . . . . . (PSS) 603
GO Transit . . . . . (MTO) 671
grant and pay equity programs . . . . . (MCL) 303
Legislative Library, for MPPs and staff, Legislative Press Gallery . . . . . (LEG) 127
Mines and Minerals reference library . . . . . (NDM) 549
Mines Library, publications on geology, mining and mineral resources . . . . . (NDM) 544
Natural Resources . . . . . (MNR) 530
Old Fort William resource library . . . . . (MTR) 623
Ontario Library Service - North . . . . . (MCL) 309
policing, OPP Eric Silk Library . . . . . (PSS) 601
Public Library Services Awards . . . . . (MCL) 303
small business start-up resource material, Northern Ontario . . . . . (NDM) 557
Southern Ontario Library Service . . . . . (MCL) 313
licence
appeals, Child and Family Services Review Board . . . . . (CBS) 296
appeals, Commercial Registration Appeal Tribunal . . . . . (CBS) 296
appeals, environmental . . . . . (ENE) 362
appeals, Licence Suspension Appeal Board (Transportation) . . . . . (CBS) 296

appeals, Private Vocational School Review Board . . . . . (CBS) 296
archaeological . . . . . (MCL) 303
Beef Cattle Financial Protection Program . . . . . (OMAF) 145
boxers, kickboxers, wrestlers and officials involved in these sports . . . . . (CBS) 261
bus for-hire services . . . . . (MTO) 671
cadastral surveying, Association of Ontario Land Surveyors . . . . . (MNR) 535
charitable and casino gaming, lottery schemes, bingos, raffles . . . . . (CBS) 295
hunting and fishing . . . . . (CBS) 255
liquor and liquor licenced premises, sale and service . . . . . (CBS) 295
Mining Lands . . . . . (NDM) 546
Motor Vehicle Inspection Station (MVIS) licences . . . . . (MTO) 664
nursing home . . . . . (MOH) 420
Oversize/Overweight vehicle permits . . . . . (MTO) 664
refusal of archaeological licences, appeals . . . . . (MCL) 307
Review Board, Agriculture, Food and Rural Affairs Appeal Tribunal . . . . . (OMAF) 160
review of applications, actuarial services . . . . . (FIN) 387
scalers, wood measurement . . . . . (MNR) 536
Special Occasion Permit events . . . . . (CBS) 295
theatres, video, DVD, film distributors and video retailers . . . . . (CBS) 261
trucking/bus operating licences . . . . . (MTO) 664
See also permit
See also registration
Licence to Participate in Racing . . . . . (CBS) 297
licensing
drivers and motor vehicles . . . . . (MTO) 646
educational software, administers programs . . . . . (EDU) 323
environmental approvals . . . . . (ENE) 349
financial institutions and intermediaries . . . . . (FIN) 390
Fish and Wildlife, Outdoors Card . . . . . (MNR) 515
grain elevators, dealers . . . . . (OMAF) 155
medical laboratories, specimen collection centres . . . . . (MOH) 434
processors of regulated commodities . . . . . (OMAF) 162
programs, environmental . . . . . (ENE) 356
race track operators, teletheatre locations, racing participants . . . . . (CBS) 297
records for drivers and vehicles . . . . . (MTO) 668
renewals, change of address, Drivers and Vehicles Office . . . . . (MTO) 668
requirements for the sale and use of pesticides . . . . . (ENE) 349
lie detector
tests, employment standards . . . . . (LAB) 458
liens
file notice of security agreements . . . . . (CBS) 267
non-possessory, repairers and storers of goods . . . . . (CBS) 267
paper and electronic registrations and searches . . . . . (CBS) 267
Literacy and Basic Skills . . . . . (TCU) 634
liquor
licences, sale and service of liquor, liquor licenced premises . . . . . (CBS) 295
Liquor Control Board of Ontario (LCBO) . . . . . (CBS) 297
Special Occasion Permit . . . . . (CBS) 295
See also alcohol
Liquor Enforcement . . . . . (CBS) 295
Liquor Licences . . . . . (CBS) 295
literacy
adult, basic skills . . . . . (TCU) 633
Anglophone, Francophone, Native and Deaf . . . . . (TCU) 634
funds programs offered by community agencies, school boards, CAATs . . . . . (TCU) 634

Literacy and Basic Skills Program . . . . . (TCU) 634
litigation
constitutional matters . . . . . (MAG) 193
legal representation of the Crown . . . . . (MAG) 194
livestock
claims, damage or injury caused by a contaminant . . . . . (OMAF) 160
Damage Programs . . . . . (OMAF) 150
genetics, nutrition and animal health improvement technology programs . . . . (OMAF) 142
inspection services, processing plants and other points of distribution . . . . . (OMAF) 145
licences, Beef Cattle Financial Protection Program. . . . . (OMAF) 145
management, livestock and alternate livestock species . . . . . (OMAF) 142
meat inspection, proper disposal of deadstock . . . . . (OMAF) 146
medicines, legislation and regulations . . . . . (OMAF) 161
on-farm quality assurance, production systems programs . . . . . (OMAF) 142
protect producers in the event a licensed dealer defaults on payment . . . . . (OMAF) 161
veterinary inspection services for abbattoirs and sales barns . . . . . (OMAF) 146
See also meat
See also beef
Livestock Medicines Act Program . . . . . (OMAF) 143
Livestock, Poultry and Honey Bee Protection Act - Part I: Wolf/Coyote Predation Program . . . . . (OMAF) 149
Livestock, Poultry and Honey Bee Protection Act -Part II - Damage to Honey Bee Colonies by Bears Compensation Program . . . . . (OMAF) 149
Livestock Programs - Beef, Dairy, Swine, Equine, Sheep, Poultry, Aquaculture and Alternative Species . . . . . (OMAF) 143
loan
farm programs . . . . . (OMAF) 150
loan and trust companies, licensing . . . . . (FIN) 390
Ontario Cultural Attractions Fund . . . . . (MCL) 308
registration, security agreements, liens . . . . . (CBS) 267
See also grants
See also financial assistance
Loan Forgiveness Program . . . . . (TCU) 630
lobbyists
See registration
Local Roads Boards . . . . . (NDM) 555
Local Services Boards . . . . . (NDM) 556
lockouts
conciliation services before resorting to strikes or lockouts . . . . . (LAB) 466
illegal lockouts, adjudicates labour relations matters . . . . . (LAB) 471
Logistics Consulting . . . . . (NDM) 555
logs
See timber
Long Point Provincial Park (Southwestern) . . . . . (MNR) 517
long-term care
eligibility determination, support services at home and in schools . . . . . (MOH) 445
facilities, nursing homes, homes for the aged . . . . . (MOH) 445
facilities, standards and guidelines . . . . . (MOH) 419
grants, assistive devices, ostomy supplies, needles & syringes, oxygen . . . . . (MOH) 435
Levels of Care Classification of long-term care residents . . . . . (MOH) 419
Long-Term Care Redevelopment Project . . . . . (MOH) 443
public information on programs . . . . . (MOH) 428
service information and referral, Community Care Access Centres . . . . . (MOH) 445
lottery
licences . . . . . (CBS) 295

province-wide lottery games; Ontario Lottery and Gaming Corporation ..... (MAG) 199
lumber
See timber

M

MacGregor Point Provincial Park (Southwestern) ..... (MNR) 517
machinery
resolves disputes regarding the sale, repair and safety of farm machinery .... (OMAF) 160
MacLeod Provincial Park (Northwestern) ..... (MNR) 517
Maintenance and Access to Documents Filed Under the Mining Act ..... (NDM) 547
Manufacturer's Licence ..... (CBS) 295
Manufacturer's Representative Licence ..... (CBS) 295
manufacturing
services, assistance for international investors ..... (EOI) 341
Workplace Safety and Insurance Board, sector services ..... (LAB) 473
maps
geographic ..... (MNR) 528
geological ..... (NDM) 549
geological, aeromagnetic, Mines Library ..... (NDM) 544
geological, geophysical field surveys and studies ..... (NDM) 548
Mara Provincial Park (Central) ..... (MNR) 517
marine
database, identifying, conserving and managing archaeological resources ..... (MCL) 303
Market Revenue Insurance (Agriculture) ..... (OMAF) 157
marriages
Certificates of Registration, persons authorized to solemnize marriages ..... (CBS) 268
registration, certificates, searches ..... (CBS) 268
statistics ..... (CBS) 268
Marten River Provincial Park (Northeastern) ..... (MNR) 517
mausolea
regulates, licenses ..... (CBS) 262
MCI Services (Reports) ..... (NDM) 547
McRae Point Provincial Point (Central) ..... (MNR) 517
meat
inspection, licenced abattoirs ..... (OMAF) 146
See also beef
Meat Industry Basics (Part 1 and 2) - Video ..... (OMAF) 146
Meat Technology - Video ..... (OMAF) 146
Mediation ..... (MAH) 498
mediation
between municipal police associations and municipal police services boards ... (PSS) 612
consumer compensation claims, prepaid funeral services not received ..... (CBS) 264
dispute resolution, conflicts within the Ontario Public Service ..... (MAG) 194
disputes between insurance companies over accident benefits ..... (FIN) 390
employer representation, Workplace Safety and Insurance ..... (LAB) 467
human rights violations, Board of Inquiry ..... (MCZP) 212
labour dispute, conciliation services before resorting to strikes or lockouts ..... (LAB) 466
Ontario Human Rights Commission ..... (MCZP) 212
medical
assistance to injured workers ..... (LAB) 473
Chief Medical Officer of Health ..... (MOH) 414
health insurance, registration, information, claims ..... (MOH) 428

licensing, laboratories, specimen collection centres . . . . . (MOH) 434
review inappropriate fee for service claims . . . . . (MOH) 452
services, health public policy issues, cancer, genetic, diagnostic . . . . . (MOH) 401
treatment, diagnostic tests, surgical services, Independent Health Facilities . . . (MOH) 426
See also health

medicine
livestock, legislation and regulations . . . . . (OMAF) 161
regulate the practice of veterinary medicine . . . . . (OMAF) 160
See also drug

Members of Provincial Parliament (MPPs)
constituencies . . . . . (MEM) 113

mental health
applications to appoint a guardian, incapable adults . . . . . (MAG) 191
hearings conducted under the Mental Health Act, Consent & Capacity Board . . . . . (MOH) 448
hospitals . . . . . (MOH) 408
investigates allegations of serious harm to incapable adults . . . . . (MAG) 191
program, contact for service providers, consumers, family organizations . . . . . (MOH) 421
receives Certificates of Incapacity . . . . . (MAG) 191
research, grants and fellowships . . . . . (MOH) 453
See also psychiatric

metallurgical operations
inspect workplaces, Occupational Health and Safety . . . . . (LAB) 460

methanol
See fuels

Middle Falls Provincial Park (Northwestern) . . . . . (MNR) 517

midwifery
College of Midwives of Ontario . . . . . (MOH) 451
program, funds delivery of services . . . . . (MOH) 410

Mikisew Provincial Park (Central) . . . . . (MNR) 517

milk
appeals, disputes under the Milk Act . . . . . (OMAF) 160
inspection, production, processing plants . . . . . (OMAF) 145
supervising marketing boards . . . . . (OMAF) 162
See also dairy

Mine Closure Plans pursuant to Part VIII of the Mining Act . . . . . (NDM) 545

mineral
advises prospectors . . . . . (NDM) 543
assist mining industry in meeting requirements of the Mining Act . . . . . (NDM) 545
computerized access to mining lands information . . . . . (NDM) 545
geoanalytical facility, mineralogical and elemental analysis services . . . . . (NDM) 543
geochemical investigation, Quaternary and Paleozoic-age materials . . . . . (NDM) 550
geological and geophysical mapping, Precambrian Shield . . . . . (NDM) 548
geological consultation and advisory services . . . . . (NDM) 548
information centre, reference library, database, maps, reports . . . . . (NDM) 549
market exploration and development opportunities . . . . . (NDM) 543
Mines Library . . . . . (NDM) 544
permitting and regulation . . . . . (NDM) 545
public access to Crown rights . . . . . (NDM) 545
public access to geoscience databases, resource materials . . . . . (NDM) 548
public forums to promote Ontario's minerals industry . . . . . (NDM) 548
publications, reports and maps, sales . . . . . (NDM) 544
resources, public information and publications . . . . . (MNR) 530

Mineral Deposit Program . . . . . (NDM) 548

Mineral Development Program . . . . . (NDM) 545

Mineral Resource Assessments . . . . . (NDM) 548
mining
administers Mining Tax Act . . . . . (FIN) 377
appeals, Mining Act, Aggregate Resources Act . . . . . (MNR) 506
appeals, Mining Tax . . . . . (FIN) 384
assessment work submissions, mining claims . . . . . (NDM) 546
collection, Mining Land Tax, Lease and License rentals . . . . . (NDM) 546
computerized access to mining lands information . . . . . (NDM) 547
database, patented, leased and licensed Mining Lands . . . . . (NDM) 546
determines eligibility of exploration expenditures . . . . . (NDM) 546
ensure sites are developed and closed safely . . . . . (NDM) 545
inspect workplaces, Occupational Health and Safety . . . . . (LAB) 460
maintains industry standards for evaluation of assessment work . . . . . (NDM) 546
Mines Library . . . . . (NDM) 544
minimize hazards associated with inactive, abandoned, orphaned mine sites . . . . . (NDM) 545
permitting and regulation . . . . . (NDM) 545
public access to Crown mineral rights . . . . . (NDM) 545
registration of mining lands, Provincial Recording Office . . . . . (NDM) 547
Workplace Safety and Insurance Board, sector services . . . . . (LAB) 473
minor
Children's Lawyer . . . . . (MAG) 189
funds, mortgages and securities paid into court on behalf of minors . . . . . (MAG) 192
Missinaibi Provincial Park (Northeastern) . . . . . (MNR) 517
Mississagi Provincial Park (Northeastern) . . . . . (MNR) 517
morgue
See bodies
mortgages
administering mortgages made available by the Province of Ontario . . . . . (MAH) 498
registration, title search . . . . . (CBS) 269
motion pictures
See film
motor vehicle
Accident Claims Fund, compensation, no insurance . . . . . (FIN) 388
Ontario Motor Vehicle Industry Council, Dealers . . . . . (CBS) 265
registration and licensing . . . . . (MTO) 646
valuation of the Motor Vehicle Accident Claims Fund, actuarial services . . . . . (FIN) 387
See also vehicles
movies
See film
MPPs
constituencies, Members of Provincial Parliament . . . . . (MEM) 113
municipal
administrates grant programs and disaster relief . . . . . (MAH) 494
appeals, Municipal Act . . . . . (FIN) 384
by-laws, court disposition of offences . . . . . (MAG) 184
delivery of services to support local governments, Municipal Services Offices . . . . . (MAH) 495
designation of property for conservation, hearings . . . . . (MCL) 307
fire fighters, training programs . . . . . (PSS) 610
heritage conservation and planning advice . . . . . (MCL) 303
international investors assistance, municipal and site-specific approvals expediting . . . . . (EOI) 341
land use planning approvals, education, training and communications . . . . . (MAH) 495
municipal Financial Information Return . . . . . (MAH) 494

Municipal Performance Measurement Program . . . . . (MAH) 494
Municipal Transportation Subsidy Programs . . . . . (MTO) 646
Ontario Municipal Board, Environmental Review Tribunal, Consolidated Hearings . . . . . (ENE) 363
Ontario Municipal Board information, certification of Board documents . . . . . (MAG) 165
oversees Municipal Freedom of Information and Protection of Privacy Act . . . . . (IPC) 132
police associations, service boards, conciliation service . . . . . (PSS) 612
policy, transportation system, Local Services Realignment . . . . . (MTO) 662
property standards, maintenance of buildings . . . . . (MAH) 496
tax on gross receipts in organized areas pursuant to Municipal Act . . . . . (FIN) 381
taxation, appeals . . . . . (MAG) 164
See also municipalities
Municipal Tax Sales . . . . . (NDM) 546
municipalities
capital funding programs for water and sewage infrastructure . . . . . (ENE) 353
emergency response advice and assistance . . . . . (PSS) 603
urban and rural, public health units, community health program . . . . . (MOH) 417
water and wastewater services to Ontario municipalities . . . . . (ENE) 363
See also municipal
Murphys Point Provincial Park (Southeastern) . . . . . (MNR) 517
museum
community, heritage advice and funding assistance . . . . . (MCL) 303
coordinates private-sector fundraising, ROM Foundation . . . . . (MCL) 312
McMichael Canadian Art Collection . . . . . (MCL) 308
Ontario Police College museum . . . . . (PSS) 602
Ontario Provincial Police Museum . . . . . (PSS) 601
Royal Ontario Museum (ROM) . . . . . (MCL) 312
MVACF
Motor Vehicle Accident Claims Fund . . . . . (FIN) 388

N

Nagagamisis Provincial Park (Northeastern) . . . . . (MNR) 517
name change
See registration
names
business names, registration and searches . . . . . (CBS) 267
geographic, investigates, recommends names on maps . . . . . (MNR) 536
official geographic names database . . . . . (MNR) 529
See also business name
See also geographic names
native
adult literacy programs . . . . . (TCU) 634
land claims, negotiations and settlements . . . . . (NAT) 502
natural resource management decisions, policies . . . . . (MNR) 508
See also First Nations
See also aboriginal
natural gas
approves construction of pipelines, franchise agreements . . . . . (ENE) 364
approves rates charged by utilities . . . . . (ENE) 364
licenses companies that sell to residential and commercial users . . . . . (ENE) 364
policy on supply, distribution and pricing . . . . . (ENE) 362
regulatory oversight . . . . . (ENE) 364

natural resources
See mining
naval
historic attraction, Discovery Harbour ..... (MTR) 622
NDP
New Democratic Party ..... (LEG) 132
Net Income Stabilization Account ..... (OMAF) 142
Newcomer Settlement Program Grants ..... (MCZP) 205
Neys Provincial Park (Northwestern) ..... (MNR) 517
NOHFC
Northern Ontario Heritage Fund Corporation ..... (NDM) 551
noise
approves technical applications for facilities which may emit a contaminant to the air ..... (ENE) 349
farm, protection from nuisance complaints of noise ..... (OMAF) 161
Normal Farm Practices Protection Board ..... (OMAF) 161
North Beach Provincial Park (Southeastern) ..... (MNR) 518
Northern Health Travel Grants ..... (MOH) 428
Northern Highways Program ..... (NDM) 555
Northern Ontario
assistance/infomation regarding federal, provincial programs ..... (NDM) 552
economic development services ..... (NDM) 556
forgivable performance loans, incentive term loan, NOHFC ..... (NDM) 551
Government Information Centres ..... (NDM) 552
promote, market ..... (NDM) 559
Northern Ontario Heritage Fund Corporation ..... (OMAF) 142
Northern Ontario Heritage Fund Corporation ..... (NDM) 551
notary
verify authenticity of notarized records ..... (MBS) 488
nurseries
See child care
nurses
registered nurses linked to Networks' on-call physicians ..... (MOH) 434
nursing homes
See long-term care
nutrition
livestock, animal health improvement technology programs ..... (OMAF) 142
See also health

O

Oastler Lake Provincial Park (Central) ..... (MNR) 518
Obatanga Provincial Park (Northeastern) ..... (MNR) 518
Objections and Appeals ..... (FIN) 384
occupational health and safety
appeals, orders of health and safety inspectors ..... (LAB) 471
construction industry ..... (LAB) 459
industrial, all sectors other than construction and mining ..... (LAB) 459
mining ..... (LAB) 460
Ontario Labour Relations Board ..... (LAB) 471
Workplace Safety and Insurance Board ..... (LAB) 472
occupational training
See training

OEA
Office of the Employer Adviser . . . . . (LAB) 467
offences
criminal offences on account of a mental disorder . . . . . (MOH) 453
enforcement, tax evasion, fraudulent grant and tax credit claims . . . . . (FIN) 384
final disposition, provincial and federal statutes, munipal by-laws, Ontario Court . . . . . (MAG) 184
Health Services utilization and payment, fraud . . . . . (MOH) 434
prevention of crime, Ontario Provincial Police . . . . . (PSS) 590
record of offences, right to equal treatment in employment . . . . . (MCZP) 212
See also crime
offender
adult, transfer, classification and reclassification . . . . . (PSS) 572
Advocacy Office, protects rights and interests of young offenders . . . . . (CFC) 228
apprehension of criminals, Ontario Provincial Police . . . . . (PSS) 590
federal penitentiary placement, interprovincial, international transfers . . . . . (PSS) 572
industrial programs in correctional centres, provide work experience to adult offenders . . . . . (PSS) 573
investigations, violations of policy and procedures with respect to offenders . . . (PSS) 572
parole, sentences of up to two years less a day . . . . . (PSS) 611
probation and parole, community supervision to adults and young offenders . . . (PSS) 574
statistics . . . . . (PSS) 573
supervising young people, secure, open custody, in community on probation . . . (PSS) 564
supervision, assistance to offenders on conditional sentence, parole . . . . . (PSS) 564
Victim Support Line, information to victims on convicted adult offenders . . . . . (PSS) 611
young, assessments, placements and transfers . . . . . (PSS) 574
See also criminal
Office of Child and Family Service Advocacy . . . . . (CFC) 228
OHIP
investigation of inappropriate fee-for-service claims . . . . . (MOH) 452
physician remuneration and payments, Alternate Payment Program . . . . . (MOH) 426
See also health insurance
oil
policy on supply, distribution and pricing . . . . . (ENE) 362
Ojibway Provincial Park (Northwestern) . . . . . (MNR) 518
OMAF Agriphone Numbers . . . . . (OMAF) 141
ombudsman
complaints about the business practices of insurance companies . . . . . (FIN) 391
investigates complaints about government decisions, Ombudsman Ontario . . . . (OBD) 134
See also complaint
Ontario Beef Cattle Financial Protection Program . . . . . (OMAF) 145
Ontario Business Connects . . . . . (CBS) 254
271, 272, 273, 274, 276, 277, 278, 279, 280, 283, 284, 285, 286, 288, 289, 290, 291, 292, 293
Ontario Child Care Supplement for Working Families Program . . . . . (FIN) 379
Ontario Disaster Relief Assistance Program . . . . . (MAH) 495
Ontario Farm Income Disaster Program (OFIDP) . . . . . (OMAF) 149
Ontario Farm Management Analysis Project . . . . . (OMAF) 142
Ontario Feeder Cattle Loan Guarantee Program . . . . . (OMAF) 143
Ontario Graduate Scholarship . . . . . (TCU) 630
Ontario Health Insurance . . . . . (MOH) 428
Ontario Home Ownership Savings Plan . . . . . (FIN) 379
Ontario Human Rights Commission (Policy and Education Branch) . . . . . (MCZP) 213
Ontario Human Rights Inquiries . . . . . (MCZP) 213
Ontario Investment and Employee Ownership Program . . . . . (FIN) 379
Ontario Livestock Medicines Education Program . . . . . (OMAF) 143

Ontario Municipal Board . . . . . (MAG) 165
Ontario Municipal Board Information Office . . . . . (MAG) 165
Ontario Opportunities Fund . . . . . (FIN) 380
Ontario Parents Communication Service . . . . . (EDU) 330
Ontario-Quebec Exchange Fellowship . . . . . (TCU) 630
Ontario Record of Performance Program for Sheep . . . . . (OMAF) 143
Ontario Research Employee Stock Option (ORESO) Credit . . . . . (FIN) 380
Ontario Small Town and Rural Development Initiative . . . . . (NDM) 556
Ontario Small Town and Rural Development Initiative (OSTAR) -
Infrastructure . . . . . (MAH) 493
Ontario Small Town and Rural Initiative (OSTAR) . . . . . (OMAF) 142
Ontario Special Bursary Plan . . . . . (TCU) 630
Ontario Student Assistance Program . . . . . (TCU) 630
Ontario Student Opportunity Grant . . . . . (TCU) 630
Ontario Swine Herd Information Plan . . . . . (OMAF) 143
Ontario Tax Reduction . . . . . (FIN) 380
Ontario Trip Registration Certificate - Single Trip Permit (FTA) . . . . . (FIN) 382
Ontario Work Study Plan . . . . . (TCU) 630
Ontario Youth Apprenticeship Program . . . . . (TCU) 635
Ontario/Quebec Health Study Program . . . . . (TCU) 631
Open to the World - Video & CD-ROM . . . . . (OMAF) 144
Open to the World Investment Factbook . . . . . (OMAF) 144
Operating Grants - School Boards . . . . . (EDU) 317
OPP
See police
ORC
Ontario Racing Commission . . . . . (CBS) 297
Order-in-Council 2688/93 . . . . . (CBS) 295
ores
See mineral
organ donation
see bodies
OSAP
Ontario Student Assistance Program . . . . . (TCU) 630
Ouimet Canyon Provincial Park (Northwestern) . . . . . (MNR) 518
OWA
Office of the Worker Adviser . . . . . (LAB) 468

P

Page
Legislative Page Program for Grade 7 and 8 students . . . . . (LEG) 129
paintings
See art
Pakwash Provincial Park (Northwestern) . . . . . (MNR) 518
Paleozoic Mapping Program . . . . . (NDM) 550
Pancake Bay Provincial Park (Northeastern) . . . . . (MNR) 518
paperback books
See books
Parent Council
parental advice on elementary/secondary policy and program issues . . . . . (EDU) 330
parks
campgrounds, vacancies, reservations . . . . . (MTR) 614

campsite reservations, facilities . . . . . (MNR) 516
information, publications . . . . . (MNR) 530
Niagara Parks Commission . . . . . (MTR) 623
Ontario Parks, protection of Ontario cultural/natural heritage . . . . . (MNR) 516
St. Clair Parks Commission . . . . . (MTR) 625
St. Lawrence Parks Commission . . . . . (MTR) 625
tourist information, publications . . . . . (MTR) 614

parliament
See legislature

parole
community supervision to adults and young offenders . . . . . (PSS) 574
offenders serving sentences of up to two years less a day . . . . . (PSS) 611
officer training . . . . . (PSS) 564
Ontario Parole and Earned Release Board . . . . . (PSS) 611
supervision, assistance to offenders on parole . . . . . (PSS) 564
supply pre-parole reports to the Ontario Parole and Earned Release Board . . . . . (PSS) 564
See also probation and parole

pavement
guidelines for materials, testing and analysis . . . . . (MTO) 658
markings, highway maintenance . . . . . (MTO) 644

pay equity
hears disputes under the Pay Equity Act, quasi judicial tribunal . . . . . (LAB) 472
information and public education, complaint resolution . . . . . (LAB) 471
Pay Equity Commission . . . . . (LAB) 471
programs, public libraries . . . . . (MCL) 303

Pay Equity Publications . . . . . (LAB) 472

PC
Progressive Conservative Party . . . . . (LEG) 131

pension
administers Public Service Pension Plan . . . . . (MBS) 490
administers the OPSEU Pension Plan . . . . . (MBS) 491
administers the Provincial Judges Benefits Plan . . . . . (MBS) 491
enforcement, Pension Benefits Act . . . . . (FIN) 391
ensures that pension plans registered comply with Pension Benefits Act . . . . . (FIN) 391
policy, pension and income security . . . . . (FIN) 375
processes applications made under the Pension Benefits Act . . . . . (FIN) 391
Teacher's Pension Plan . . . . . (EDU) 316

periodical
Distributors, register, central file . . . . . (CBS) 263
See also publications

permit
appeals, enironmental . . . . . (ENE) 362
building, Building Code Commission . . . . . (MAH) 497
environmental approvals . . . . . (ENE) 349
mineral development . . . . . (NDM) 545
Oversize/Overweight vehicles . . . . . (MTO) 664
requirements for the sale and use of pesticides . . . . . (ENE) 349
Retail Sales Tax Vendor Permit applications . . . . . (CBS) 254
Special Occasion, sale and service of liquor . . . . . (CBS) 295
vendor, sale on goods, taxable services, admission prices, insurance premiums . . . . . (FIN) 382

personal property
lien registration, searches . . . . . (CBS) 267
security registration, searches . . . . . (CBS) 270

pesticides
administers Pesticide Act . . . . . (ENE) 353
classification for new pesticide products . . . . . (ENE) 364
integrated pest management,commercial crop agricultural producers . . . . . (OMAF) 141
licence appeals . . . . . (ENE) 362
licensing for sale and use . . . . . (ENE) 349
minor use registration, technical support, crop producers . . . . . (OMAF) 141
programs controlling use . . . . . (ENE) 357
petrochemicals
policy on supply, distribution and pricing . . . . . (ENE) 362
Petroglyphs Provincial Park (Southeastern) . . . . . (MNR) 518
petroleum
policy on supply, distribution and pricing . . . . . (ENE) 362
resources, partnership programs . . . . . (MNR) 516
pharmaceutical
distribution, Ontario Drug Benefit Formulary/Comparative Drug Index . . . . . (MOH) 427
drug programs . . . . . (MOH) 426
evaluates requests for unlisted drug products . . . . . (MOH) 427
evaluates scientific/educational pharmacological matters . . . . . (MOH) 427
quality assessment of drugs listed in the ODB Formulary/CDI . . . . . (MOH) 427
supplies, vaccines, drugs, medical supplies . . . . . (MOH) 407
See also drug
photograph
records of enduring value, Archives of Ontario . . . . . (MBS) 477
physicians
Fee-for-Service Payment Program . . . . . (MOH) 428
remuneration, payment for services, Alternate Payment Program . . . . . (MOH) 425
planning and land use
See land use planning
Point Farms Provincial Park (Southwestern) . . . . . (MNR) 518
police
appointments of First Nations Constables . . . . . (PSS) 611
college, training program . . . . . (PSS) 602
complaints, conduct or work performance of a police officer . . . . . (PSS) 611
complaints, policies of or services provided by a police force . . . . . (PSS) 611
conciliation between municipal police associations and police services boards . . . . . (PSS) 612
library . . . . . (PSS) 601
mediation-arbitration service to OPP for contract bargaining disputes . . . . . (PSS) 612
museum . . . . . (PSS) 601
national network, intelligence on organized criminals . . . . . (PSS) 602
Ontario Civilian Commission on Police Services . . . . . (PSS) 611
Ontario Police Arbitration Commission . . . . . (PSS) 612
Ontario Provincial Police . . . . . (PSS) 590
regional/district offices and detachments . . . . . (PSS) 590
Special Investigations Unit, civilian law enforcement agency . . . . . (MAG) 195
See also enforcement
political
Political Contribution Tax Credit . . . . . (FIN) 379
Political Contribution Tax Credit . . . . . (FIN) 380
pollution
hotline, reports of spills, 24 hour basis . . . . . (ENE) 359
See also waste
See also environment
Port Bruce Provincial Park (Southwestern) . . . . . (MNR) 518

Port Burwell Provincial Park (Southwestern) . . . . . (MNR) 518
Potato Processor Licence . . . . . (OMAF) 162
Potholes Provincial Park (Northeastern) . . . . . (MNR) 518
poultry
extension programs . . . . . (OMAF) 142
Pounds Act . . . . . (OMAF) 143
Precambrian Geology Program . . . . . (NDM) 548
pregnancy
leave, employment standards . . . . . (LAB) 458
Preparation of Lease Requisitions . . . . . (NDM) 547
prescription
drug coverage, Trillium Drug Program . . . . . (MOH) 428
Presqu'ile Provincial Park (Southeastern) . . . . . (MNR) 518
privacy
See Freedom of Information
Privacy Compliance . . . . . (EDU) 316
Privacy Compliance . . . . . (TCU) 627
probation and parole
community supervision to adults and young offenders . . . . . (PSS) 574
officer training . . . . . (PSS) 564
supervision, assistance to probationers, offenders on conditional sentence, parole . . . . . (PSS) 564
See also parole
Production of public material in French. . . . . (OFA) 398
PROFIT Food Export Seminar . . . . . (OMAF) 148
propane
program information, Propane/Alternative Fuel Refunds . . . . . (FIN) 370
See also fuels
Propane Exemption Certificate - GTA . . . . . (FIN) 382
Propane/Alternative Fuels Program . . . . . (FIN) 382
property
assessment, program information . . . . . (FIN) 370
claims due to construction vibration, drainage/flooding, dust, blasting . . . . . (MTO) 643
damage, Motor Vehicle Accident Claims Fund . . . . . (FIN) 388
land registration and database search services . . . . . (CBS) 270
Land Transfer Tax Act, Provincial Land Tax . . . . . (FIN) 381
negotiates claims concerning contaminant damage . . . . . (OMAF) 160
Personal Property Security Registration . . . . . (CBS) 270
register, documents, deeds, mortgages and plans of survey . . . . . (CBS) 269
See also personal property
See also property tax
Property and Sales Tax Credits . . . . . (FIN) 380
property assessment
See property tax
property tax
assessment policy relating to municipal taxes, education taxes and provincial land taxes . . . . . (FIN) 376
Farmlands Property Class Tax . . . . . (OMAF) 150
Property Tax Credit . . . . . (FIN) 379
support to municipalities and taxpayers in understanding the property tax system . . . . . (FIN) 376
See also property
See also taxation
prosecution
criminal appeals, Court of Appeal, Supreme Court of Canada . . . . . (MAG) 184

criminal cases before Ontario courts . . . . . (MAG) 184
recommendations, tax evasion, fraudulent grant and tax credit claims . . . . . (FIN) 384
prospectors
advises, geoanalytical facility . . . . . (NDM) 543
mining lands, registration, acquisition, assessment approval . . . . . (NDM) 546
prospectus
offerings of securities, applications for exemption, transfer or release from escrow . . . . . (FIN) 396
protocol
coordination of memorial, ceremonial and hospitality events . . . . . (EOI) 333
state/official/working/Royal Family visits . . . . . (EOI) 333
Province of Ontario Land Registration Information System . . . . . (CBS) 270
271, 272, 273, 275, 277, 278, 280, 281, 282, 283, 284, 285, 286, 289, 290, 291, 292, 293
Province of Ontario Savings Office . . . . . (FIN) 394
Provincial Land Tax . . . . . (FIN) 382
psychiatric
appeals, access to clinical records . . . . . (MOH) 448
appeals, civil committal to a psychiatric facility . . . . . (MOH) 448
appeals, incapacity to manage property . . . . . (MOH) 448
hospitals, advocacy and rights advice to inpatients . . . . . (MOH) 421
See also mental health
public education
accessibility, equal opportunity in business and services . . . . . (MCZP) 204
human rights, reducing prejudice and discrimination . . . . . (MCZP) 212
improve the quality of Ontario's natural environment . . . . . (ECO) 132
pay equity . . . . . (LAB) 471
prevent violence against women . . . . . (MCZP) 207
provincial emergency management . . . . . (PSS) 605
road user safety . . . . . (MTO) 662
Public Inquiries . . . . . (EDU) 314
public lands
See Crown land
public service
approve non-delegated appointments . . . . . (MBS) 476
Publication Sales . . . . . (NDM) 543
publications
EOCOS, research and ordering site restricted to libraries . . . . . (CBS) 260
fire service . . . . . (PSS) 607
fish, wildlife, forestry, mineral resources, lands and waters, parks . . . . . (MNR) 530
government, free and priced, Access Ontario . . . . . (CBS) 255
heritage, general and technical . . . . . (MCL) 309
highway design . . . . . (MTO) 657
Mines Library, geology, mining and mineral resources . . . . . (NDM) 544
Ontario Gazette subscriptions . . . . . (CBS) 260
POOL, a public on-line e-commerce and information site . . . . . (CBS) 260
Publications Ontario, shop in person, on-line (POOL) Web site . . . . . (CBS) 259
sales, Mines and Minerals . . . . . (NDM) 544
tourist information, ontario road maps, reports . . . . . (MTR) 614
See also bookstore
See also books
publishing
of Ontario Statutes and Regulations . . . . . (CBS) 260
Ontario Geological Survey . . . . . (NDM) 544

Q

qualification
road and bridge construction and maintenance contractors . . . . . (MTO) 644
Trades Qualification and Apprenticeship . . . . . (LAB) 459
quarries
inspect workplaces, Occupational Health and Safety . . . . . (LAB) 460
Quaternary Mapping Program . . . . . (NDM) 550
Quetico Provincial Park (Northwestern) . . . . . (MNR) 518

R

rabies
control, post-exposure treatment . . . . . (MOH) 415
research . . . . . (MNR) 528
vaccinating wild animals . . . . . (MNR) 537
Rabies Indemnification Program . . . . . (OMAF) 149
racing
general inquiries on the racing and breeding industry . . . . . (CBS) 297
horse, regulate and license, Ontario Racing Commission . . . . . (CBS) 297
racism
address anti-discrimination issues, Ministry of Public Safety and Security . . . . . (PSS) 566
radiation
advisory committees, guidelines to safe use of x-radiation . . . . . (MOH) 451
approves training courses, operation of x-ray machines . . . . . (MOH) 451
evaluates and controls occupational exposure . . . . . (LAB) 461
expertise on all matters concerning exposure to radiation . . . . . (LAB) 461
radioanalytical and field support, Provincial Nuclear Emergency Plan . . . . . (LAB) 461
technologists, consultations to help prevent occupational diseases . . . . . (LAB) 461
See also x-ray
rail
Greater Toronto Transit Authority (GO Transit) . . . . . (MTO) 671
Polar Bear Express, Northlander, Little Bear . . . . . (NDM) 559
services, Northern Ontario . . . . . (NDM) 559
Rainbow Falls Provincial Park (Northwestern) . . . . . (MNR) 518
Raw Milk Quality Program . . . . . (OMAF) 146
real estate
land ownership and transfer records . . . . . (CBS) 266
Real Estate Council of Ontario . . . . . (CBS) 265
services, Ontario Realty Corporation . . . . . (MBS) 490
real property
expropriation, mediated settlement, Board of Negotiation . . . . . (MAG) 165
information about ownership, title searches . . . . . (CBS) 269
registration, documents, deeds, mortgages and plans of survey . . . . . (CBS) 269
See also land
Real Property - Access to database, searches, etc. . . . . (CBS) 270
Rebate for Vehicles to Transport a Person with a Permanent Physical Disability . . . . (FIN) 382
Recording of Claims . . . . . (NDM) 547
records
adoption and Crown Ward records . . . . . (CFC) 228
appeals, access to clinical records from a psychiatric facility . . . . . (MOH) 448
approve final disposition of provincial government records . . . . . (MBS) 477

Archives of Ontario . . . . . (MBS) 477
births, deaths, marriages, other vital statistics events . . . . . (CBS) 266
complaints, wrongful collection, use or disclosure of personal information . . . . . (IPC) 132
drivers and vehicles, licensing and conviction . . . . . (MTO) 668
geoscience assessment, mining claims . . . . . (NDM) 546
government personnel, offices and services information, internet . . . . . (CBS) 256
land registration, search . . . . . (CBS) 270
list of filings, insider trading, proxy solicitation material, take-over bids . . . . . (FIN) 396
PACE (Public Access and Corporate Enquiry) database . . . . . (CBS) 256
review government Freedom of Information decisions . . . . . (IPC) 132
security interest in personal property . . . . . (CBS) 266
verified child abuse cases . . . . . (CFC) 229
verify authenticity of notarized records . . . . . (MBS) 488

recreation
Algonquin Provincial Park, protection of resources . . . . . (MNR) 535
areas, Niagara Parks Commission . . . . . (MTR) 623
encourage Ontarians' participation in safe sport . . . . . (MTR) 620
Old Fort William . . . . . (MTR) 623
Ontario Place . . . . . (MTR) 624
outdoor programs, Northern Forest Ecosystem Research . . . . . (MNR) 527
program development and funding for communities . . . . . (MTR) 620
public information, publications, fishing, hunting, provincial parks . . . . . (MNR) 530
trails, St. Lawrence Parks . . . . . (MTR) 625

recycling
waste management policy . . . . . (ENE) 355

Refunds . . . . . (FIN) 382

registration
advice and information about the registration system to lobbyists . . . . . (ICO) 134
appeals, commercial registration . . . . . (CBS) 296
appeals, religious exemptions under the Farm Registration and Farm Organizations Funding Act . . . . . (OMAF) 160
applications to self-regulating colleges, appeals . . . . . (MOH) 452
Association of Ontario Land Surveyors, membership . . . . . (MNR) 535
births, deaths, marriages, still-births, adoptions, changes of name . . . . . (CBS) 268
business names of sole proprietorships, partnerships and corporations . . . . . (CBS) 267
business, self-help computer workstations . . . . . (CBS) 254
Canadian Agreement on Vehicle Registration, Drivers and Vehicles Office . . . (MTO) 668
Certificates of Registration, authorization to solemnize marriages . . . . . (CBS) 268
compliance, business registration requirements . . . . . (CBS) 262
documents, deeds, mortgages and plans of survey . . . . . (CBS) 269
eligible health care providers . . . . . (MOH) 428
enquiries, Farm BusinessRegistration programs . . . . . (OMAF) 159
Farm Business Registration, issuing and validating . . . . . (OMAF) 155
firm registration, Workplace Safety and Insurance Board . . . . . (LAB) 473
health coverage, Ontario Health Insurance Card . . . . . (MOH) 428
land, business, Personal Property Security . . . . . (CBS) 270
lobbyists registry . . . . . (ICO) 134
mining lands . . . . . (NDM) 547
motor vehicles . . . . . (MTO) 646
non-possessory liens, collateral security agreement . . . . . (CBS) 267
Ontario Business Connect terminals for business registrations . . . . . (CBS) 255
pesticide minor use registration . . . . . (OMAF) 141
real property . . . . . (CBS) 269

Registration Associated With Various Acts . . . . . (CBS) 263
Registration Certificate - TTA . . . . . (FIN) 382

Registration of a Limited Partnership . . . . . (CBS) 267
Registration of Births, Deaths, Marriages, Stillbirths, Name Changes,
Persons authorized to solemnize marriage. . . . . (CBS) 269
Registration of Real Property under either Registry Act or Land Titles Act . . . . . (CBS) 270
Registration of security interests under Personal Property Security Act and
Repair and Storage Liens Act . . . . . (CBS) 267
271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293
Registration of security interests under Personal Property Security Act
and Storage Liens Act . . . . . (CBS) 283
regulations
advice on the Ontario Fire Code, Fire Protection and Prevention Act, 1997 . . . . (PSS) 610
drafting services, translation and publication . . . . . (MAG) 195
international investor information, manufacturing and tradable services . . . . . (EOI) 341
legislation, Publications Ontario . . . . . (CBS) 259
rehabilitation
vocational, Social Assistance Review Board appeals . . . . . (CFC) 251
vocational, Workplace Safety and Insurance appeals . . . . . (LAB) 472
wetland, wildlife research . . . . . (MNR) 528
Relief from Forfeiture . . . . . (NDM) 547
remote sensing
satellite and airborne, geographic referencing system. . . . . (MNR) 528
Rene Brunelle Provincial Park (Northeastern) . . . . . (MNR) 518
rent
See housing
rescue
coordinates provincial search and rescue program . . . . . (PSS) 605
research
agri-food research, education and laboratory programs, University of
Guelph . . . . . (OMAF) 151
Agricultural Research Institute of Ontario . . . . . (OMAF) 159
agriculture, veterinary medicine . . . . . (OMAF) 159
Archives of Ontario . . . . . (MBS) 477
cancer issues . . . . . (MOH) 444
field stations, agriculture and food . . . . . (OMAF) 151
fisheries, impacts of invading species in lakes . . . . . (MNR) 527
fishing regulations and stocking . . . . . (MNR) 527
forestry . . . . . (MNR) 536
geological, maps . . . . . (NDM) 544
health policy . . . . . (MOH) 436
mental health, grants and fellowships . . . . . (MOH) 453
Ontario Forest Research Institute, conservation of Ontario's forest
ecosystems . . . . . (MNR) 528
Ontario Research and Development Challenge Fund . . . . . (EOI) 344
patterns of discrimination, Ontario Human Rights Commission . . . . . (MCZP) 212
Premier's Research Excellence Awards, Centres of Excellence . . . . . (EOI) 344
procedural, analysis services to Speaker, Clerk of the House and MPPs . . . . . (LEG) 130
provincial investment in scientific research and technology . . . . . (EOI) 343
public health, epidemiology . . . . . (MOH) 416
Royal Botanical Gardens, scientific and research institution . . . . . (MCL) 311
service, offered exclusively for MPPs, Legislative Library . . . . . (LEG) 127
technical assistance, projects, training in archaeological research . . . . . (MCL) 303
wildlife . . . . . (MNR) 528
Resident Geologist Program Monthly/Yearly Report of Activity - Internet
Based . . . . . (NDM) 548

Resolution of Building Code Disputes . . . . . (MAH) 497
Resource-Based Tourism Diversification Program . . . . . (NDM) 556
Restoule Provincial Park (Central) . . . . . (MNR) 518
retail sales tax
appeals . . . . . (FIN) 384
compliance services, program information . . . . . (FIN) 381
one window tax office, Tax Offices . . . . . (FIN) 385
refunds and rebates . . . . . (FIN) 382
taxable goods, services, admission prices and insurance premiums . . . . . (FIN) 382
Vendor Permit, electronic application . . . . . (CBS) 254
Rideau River Provincial Park (Southeastern) . . . . . (MNR) 518
risk assessment
hazard identification, emergency response . . . . . (PSS) 603
road
condition and construction information . . . . . (MTO) 642
maps, tourist and travel information . . . . . (MTR) 614
up-to-date reports, winter travel conditions . . . . . (MTR) 614
user safety programs . . . . . (MTO) 669
See also highways
Robarts School for the Deaf Residential and Day School Programs . . . . . (EDU) 320
Rock Point Provincial Park (Southwestern) . . . . . (MNR) 518
Rondeau Provincial Park (Southwestern) . . . . . (MNR) 518
Rural Economic Development . . . . . (OMAF) 142
Rural Economic Development . . . . . (MAH) 492
Rural Economic Development Program . . . . . (NDM) 556
Rural Economic Development (RED) Program - Ontario Small Town and Rural Development Initiative (OSTAR) . . . . . (MAH) 493
Rural Summer Jobs Service Program . . . . . (OMAF) 149
Rushing River Provincial Park (Northwestern) . . . . . (MNR) 518

S

safety
24 hour emergency response, food safety . . . . . (OMAF) 152
assessments of chemicals . . . . . (LAB) 460
carrier safety and enforcement on highways . . . . . (MTO) 663
Carrier Safety Enhancements Project . . . . . (MTO) 663
electrical devices and installations, electrical products . . . . . (CBS) 264
farm machinery . . . . . (OMAF) 160
fire, awards to citizens, firefighters and organizations . . . . . (PSS) 607
hazards associated with inactive, abandoned and orphaned mine sites . . . . . (NDM) 545
highway design standards . . . . . (MTO) 657
Internet Access to Safety Ratings . . . . . (MTO) 663
meat . . . . . (OMAF) 146
milk and milk products, production, processing and distribution . . . . . (OMAF) 145
occupational, construction industry, window cleaning operations . . . . . (LAB) 459
occupational, industrial workers other than construction and mining . . . . . (LAB) 459
occupational, mining industry . . . . . (LAB) 460
professional combative sports . . . . . (CBS) 261
public, methods of minimizing hazards to persons or property . . . . . (PSS) 602
radiation, X-ray Safety Code . . . . . (MOH) 451
road user safety programs . . . . . (MTO) 669
Safe Schools Project . . . . . (EDU) 326

standards, foods of plant origin . . . . . (OMAF) 146
standards, Ontario Fire Code . . . . . (PSS) 610
Technical Standards and Safety Authority . . . . . (CBS) 265
technical support, on-farm food safety . . . . . (OMAF) 141
Workplace Safety and Insurance Board, frontline service . . . . . (LAB) 473
Workplace Safety and Insurance Board, small business services . . . . . (LAB) 474
Sagonaska School Educational, Residential and Teacher Education Programs . . . . . (EDU) 320
sales tax
See retail sales tax
Samuel de Champlain Provincial Park (Northeastern) . . . . . (MNR) 518
Sandbanks Provincial Park (Southeastern) . . . . . (MNR) 518
Sandbar Lake Provincial Park (Northwestern) . . . . . (MNR) 518
Sauble Falls Provincial Park (Southwestern) . . . . . (MNR) 518
savings bond
See Savings Office
Savings Office
Province of Ontario Savings Office . . . . . (FIN) 394
scholarship
funding, Ontario Arts Council Foundation . . . . . (MCL) 308
Ontario Graduate Scholarship Program . . . . . (TCU) 639
school board
appeal, expulsion of a student by a school board . . . . . (CFC) 229
consultative services to boards, blind, deaf, deaf/blind, learning disabilities . . . . (EDU) 320
monitors staff negotiations and job actions . . . . . (EDU) 318
taxation, complaints with respect to direction of school support . . . . . (MAG) 164
teacher education and consultative services, demonstration schools . . . . . (EDU) 320
schools
curricula for French-language schools, elementary and secondary . . . . . (EDU) 320
demonstration schools, blind, deaf, deaf/blind, severe learning disabilities . . . . . (EDU) 320
inspects schools of anatomy . . . . . (PSS) 605
Provincial Schools Authority . . . . . (EDU) 331
See also colleges
See also education
science
forensic library . . . . . (PSS) 603
forest, fish, water and wildlife, Northern Forest Ecosystem Research . . . . . (MNR) 527
geoscience, geoanalytical facility . . . . . (NDM) 543
natural science museum, exhibits, Royal Ontario Museum . . . . . (MCL) 312
Ontario Research and Development Challenge Fund . . . . . (EOI) 344
Ontario Science Centre, exhibits . . . . . (MCL) 311
Ontario Science, Technology and Innovation Council . . . . . (EOI) 344
pharmaceuticals, medical devices and bio-pharmaceuticals, biotechnology issues . . . . . (EOI) 344
Premier's Research Excellence Awards, Centres of Excellence . . . . . (EOI) 344
Science North, exhibits and educational programs . . . . . (MCL) 312
Searches . . . . . (CBS) 267
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System . . . . . (CBS) 267
271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293
securities
prospectus, applications for exemption, transfer or release, processes . . . . . (FIN) 396
security
Personal Property Security Registration . . . . . (CBS) 270
registration, security agreement, non-possessory liens . . . . . (CBS) 267

services to the Legislative Precinct, Sergeant-at-Arms . . . . . (LEG) 130
Seed Corn Grower or Dealer Licence . . . . . (OMAF) 162
Selkirk Provincial Park (Southwestern) . . . . . (MNR) 518
seniors
Home Oxygen Program, pays 100% of a flat monthly rate . . . . . (MOH) 435
Ontario Guaranteed Annual Income System (GAINS) . . . . . (FIN) 375
Ontario Seniors' Secretariat . . . . . (MCZP) 206
severance
pay, employment standards . . . . . (LAB) 458
sewage
facilities, approves technical applications . . . . . (ENE) 349
infrastructure, capital funding programs . . . . . (ENE) 352
operators, classification and certification programs . . . . . (ENE) 351
See also waste
sewers and septic systems
See sewage
Sexually Transmitted Disease Control . . . . . (MOH) 415
Sharbot Lake Provincial Park (Southeastern) . . . . . (MNR) 518
Shoreline Property Assistance Program . . . . . (MAH) 495
Sibbald Point Provincial Park (Central) . . . . . (MNR) 518
signs
traffic, standards and procedures . . . . . (MTO) 658
Silent Lake Provincial Park (Southeastern) . . . . . (MNR) 518
Silver Lake Provincial Park (Southeastern) . . . . . (MNR) 518
Sioux Narrows Provincial Park (Northwestern) . . . . . (MNR) 518
Sir James Whitney School for the Deaf Residential and Day School Programs . . . . (EDU) 320
Sir John A. MacDonald Graduate Fellowship in Canadian History . . . . . (TCU) 630
Six Mile Lake Provincial Park (Central) . . . . . (MNR) 518
skiing
tourist information, publications, up-to-date reports . . . . . (MTR) 614
skills development
training opportunities for emerging Ontario filmmakers . . . . . (MCL) 310
See also training
Sleeping Giant Provincial Park (Northwestern) . . . . . (MNR) 518
smoking
cancer resulting from smoking, Ontario Tobacco Strategy . . . . . (MOH) 416
See also tobacco
snow vehicle
legislation, road user safety . . . . . (MTO) 670
social assistance
appeals, decisions on General Welfare Assistance (GWA) . . . . . (CFC) 251
appeals, refusal, suspension, reduction of benefit, Ontario Works, Ontario Disability Support Plan . . . . . (CFC) 251
appeals, Vocational Rehabilitation Services (VRS) and Family Benefits (FBA) . . . . . (CFC) 251
See also welfare
social services
See welfare
soils
management, Environmental Farm Planning . . . . . (OMAF) 143
Special Occasion Permit . . . . . (CBS) 295
speed limits
standards, traffic control devices . . . . . (MTO) 658
spills
coordinates response actions, 24-hour basis . . . . . (ENE) 359

hotline . . . . . (ENE) 359
sport
encouraging Ontarians' participation in sport . . . . . (MTR) 620
licences, professional combative sports . . . . . (CBS) 261
program development and funding for communities . . . . . (MTR) 620
SuperBuild Strategy, funding for maintenance, upgrades, expansions . . . . . (MTR) 616
Sport and Recreation Provincial Programs . . . . . (MTR) 620
Sports, Culture and Tourism Partnerships . . . . . (NDM) 556
Springwater Provincial Park (Central) . . . . . (MNR) 518
standards
accessibility, disability-related issues . . . . . (MCZP) 204
appeals, decisions of Employment Standards Officers . . . . . (LAB) 471
construction health and safety . . . . . (LAB) 459
construction of buildings under the Ontario Building Code . . . . . (MAH) 496
curriculum, elementary and secondary education . . . . . (EDU) 323
dairy, dairy analogs, fruits and vegetables, eggs, meat and livestock products . . . . . (OMAF) 145
emergency management . . . . . (PSS) 603
employment . . . . . (LAB) 458
environmental policy to guide highway operations . . . . . (MTO) 661
environmental, protect human and ecosystem health . . . . . (ENE) 353
evaluation of geoscience assessment work . . . . . (NDM) 546
fire protection services . . . . . (PSS) 607
fire safety . . . . . (PSS) 610
food grades, processes and regulatory compliance . . . . . (OMAF) 155
foods of plant origin . . . . . (OMAF) 146
forest resource management . . . . . (MNR) 514
highway, civil engineering . . . . . (MTO) 657
highway structures, manuals and specifications . . . . . (MTO) 657
human rights . . . . . (MCZP) 203
industrial health and safety other than construction and mining . . . . . (LAB) 459
Interprovincial Standards (Red Seal) examinations . . . . . (TCU) 637
livestock medicines, maintenance, handling and storage . . . . . (OMAF) 161
maintenance of buildings under municipal property standards . . . . . (MAH) 496
maintenance of provincial highways . . . . . (MTO) 644
materials and analysis services, construction of highways . . . . . (MTO) 658
mining health and safety . . . . . (LAB) 460
provincial, cancer care . . . . . (MOH) 444
road user safety . . . . . (MTO) 662
surveying, Provincial Georeferencing . . . . . (MNR) 529
Technical Standards and Safety Authority . . . . . (CBS) 265
traffic control devices . . . . . (MTO) 658
vehicle emissions . . . . . (ENE) 352
Standing and Select Committees
procedural and administrative support . . . . . (LEG) 129
Statistical service . . . . . (CBS) 269
statistics
agricultural . . . . . (OMAF) 148
Automobile Statistical Plan, Commercial Liability Statistical Plans . . . . . (FIN) 387
births, still-births . . . . . (CBS) 268
deaths . . . . . (CBS) 268
marriages . . . . . (CBS) 268
stockbrokers
registers and investigates consumer complaints about stockbrokers . . . . . (FIN) 396
STREET SMART Seminar . . . . . (OMAF) 148

strikes
conciliation services before resorting to strikes or lockouts . . . . . (LAB) 466
illegal strikes, adjudicates labour relations . . . . . (LAB) 471
See also unions
students
additional learning resources for K-Grade 3 students . . . . . (EDU) 325
early intervention programs for students with special needs . . . . . (EDU) 329
Early Reading and Early Math Project . . . . . (EDU) 325
financial assistance to Ontario postsecondary students . . . . . (TCU) 630
Legislative Page Program for Grade 7 and 8 students . . . . . (LEG) 129
OSAP (Ontario Student Assistance Program) . . . . . (TCU) 630
special education programs and services for exceptional students . . . . . (EDU) 329
Student Usher Program for university students . . . . . (LEG) 129
Sturgeon Bay Provincial Park (Central) . . . . . (MNR) 518
subsidies
See grants
substance abuse
counselling, probationers, former offenders . . . . . (PSS) 564
Succession Duty . . . . . (FIN) 382
succession duty
wind-down of Succession Duty Act . . . . . (FIN) 381
Summer Jobs Service . . . . . (NDM) 556
Summer Jobs Service . . . . . (TCU) 634
Summer Language Bursary Program . . . . . (TCU) 630
SuperBuild
GeoSmart, development and implementation of geospatial solutions . . . . . (MNR) 529
Ontario SuperBuild Corporation, build strategic infrastructure for Ontario's future . . . . . (FIN) 396
water and sewage infrastructure, capital funding programs . . . . . (ENE) 353
SuperBuild Millennium Partnerships . . . . . (NDM) 556
Supervised Access Program . . . . . (MAG) 190
support orders
enforces family support orders made by the courts . . . . . (CFC) 226
Support to Agricultural and Horticultural Societies . . . . . (NDM) 556
Support to Provincial Sport Organizations . . . . . (MTR) 620
Surficial Geochemical Program . . . . . (NDM) 550
surplus
redeployment or disposal of government's surplus movable assets . . . . . (MBS) 489
survey
cadastral surveying . . . . . (MNR) 535
Council of the Association of Ontario Land Surveyors . . . . . (MNR) 535
Crown land . . . . . (MNR) 529
geological . . . . . (NDM) 544
geological and geophysical mapping of bedrock and mineral deposits . . . . . (NDM) 548
issues, Real Property Registration . . . . . (CBS) 293
licence, registration, Association of Ontario Land Surveyors . . . . . (MNR) 535
mapping, geochemical investigation, Quaternary and Paleozoic-age materials . . . . . (NDM) 550
registration, plans of survey . . . . . (CBS) 270
standards, guidelines and specifications . . . . . (MNR) 529

T

Tax and Rent Information . . . . . (NDM) 546
Tax Enforcement . . . . . (FIN) 384
Tax for Fuel Conservation . . . . . (FIN) 382
taxation
Corporations Tax, Employer Health Tax . . . . . (FIN) 370
Employee Share Ownership Plan, Ontario Tax Credit Audit . . . . . (FIN) 370
Financial Services Commission, Property Assessment . . . . . (FIN) 370
Gas, Fuel and Tobacco Taxes/Border Levy . . . . . (FIN) 370
International Fuel Tax Agreement, Land Transfer Tax and refunds . . . . . (FIN) 370
municipal, applications and appeals . . . . . (MAG) 164
Ontario Budget . . . . . (FIN) 374
Ontario Child Care Supplement for Working Families . . . . . (FIN) 370
Ontario Home Ownership Savings Plan . . . . . (FIN) 370
Ontario Investment and Employee Ownership Plan . . . . . (FIN) 370
Ontario Tax Credits/Ontario Tax Reduction . . . . . (FIN) 370
Permanently Physically Disabled Program . . . . . (FIN) 370
Propane/Alternative Fuel Refunds, GAINS . . . . . (FIN) 370
Provincial Land Tax, Tax for Fuel Conservation . . . . . (FIN) 370
Provincial Sales Tax and Ontario Savings Bonds . . . . . (FIN) 370
school board, complaints with respect to direction of school support . . . . . (MAG) 164
Used Vehicle Information Program . . . . . (FIN) 370
taxes
See taxation
teacher
collective bargaining, provincially operated schools . . . . . (EDU) 331
education, pre-school deaf . . . . . (EDU) 321
in-service teacher education, Demonstration Schools . . . . . (EDU) 320
skills-building training and technical resources, early reading and early math instruction . . . . . (EDU) 325
Teacher's Pension Plan . . . . . (EDU) 316
technology
development, crop production . . . . . (OMAF) 141
one-window approach to biotechnology issues . . . . . (EOI) 344
provincial investment in scientific research and technology . . . . . (EOI) 343
Science North, exhibits, educational programs . . . . . (MCL) 312
telecommunications
Northern Ontario Heritage Fund, improve infrastructure . . . . . (NDM) 551
television
educational television networks, TVO, TFO . . . . . (TCU) 638
legislative (ONT.PARL.), satellite and in-house closed circuit television . . . . . (LEG) 128
tax credits supporting film, television . . . . . (MCL) 310
See also broadcast
Tender Fruit Processor Licence . . . . . (OMAF) 162
testing
anonymous HIV testing program . . . . . (MOH) 409
breath testing, Forensic Sciences . . . . . (PSS) 603
drugs on the Drug Benefit Formulary . . . . . (MOH) 434
laboratory, prevention of diseases and promotion of public health . . . . . (MOH) 433
laboratory testing, public health . . . . . (MOH) 432
transportation system materials . . . . . (MTO) 658
Tuberculosis drug levels . . . . . (MOH) 434
wire ropes used in mine-hoisting . . . . . (LAB) 460

The Pinery Provincial Park (Southwestern) . . . . . (MNR) 518
The Shoals Provincial Park (Northeastern) . . . . . (MNR) 518
theatre
culture, research . . . . . (MCL) 302
King's Wharf Theatre . . . . . (MTR) 622
public professional summer theatre . . . . . (MTR) 622
regulates movie theatres, film and video distributors . . . . . (CBS) 261
Theatres Administration . . . . . (CBS) 261
Tidewater Provincial Park (Northeastern) . . . . . (MNR) 518
timber
wood measurement examinations, scaler's licences . . . . . (MNR) 536
titles
land, registration, searches . . . . . (CBS) 270
survey issues arising from registration of documents and plans . . . . . (CBS) 293
tobacco
appeals filed under the Tobacco Tax Act . . . . . (FIN) 384
Fuel and Tobacco Taxes/Border Levy . . . . . (FIN) 370
inspection services, Flue-Cured Tobacco Marketing Board . . . . . (OMAF) 155
reduction of tobacco use, Ontario Tobacco Strategy . . . . . (MOH) 416
taxes, collection and refunds . . . . . (FIN) 381
Tobacco Strategy . . . . . (MOH) 416
Tobacco Tax . . . . . (FIN) 382
topical
publishing . . . . . (MBS) 477
tourism
develop and market projects, Northern Ontario . . . . . (NDM) 551
development, implementation of strategic tourism initiatives . . . . . (MTR) 624
Ontario Moose and Bear Allocation . . . . . (MNR) 536
See also travel
Tourism Licensing . . . . . (NDM) 556
tours
Art Gallery of Ontario . . . . . (MCL) 307
Legislative Building . . . . . (LEG) 129
Royal Botanical Gardens . . . . . (MCL) 311
Royal Ontario Museum . . . . . (MCL) 312
trade
agri-food, international trade promotion programs, export missions . . . . . (OMAF) 147
federal-provincial and international relations . . . . . (EOI) 339
help Ontario firms expand trade with Latin America, Europe, Africa and Asia . . . (EOI) 345
help Ontario firms expand trade with US and Europe . . . . . (EOI) 345
international, business and trade delegations, management, advice . . . . . (EOI) 333
negotiate trade and investment agreements, advice on trade law . . . . . (EOI) 339
policy, agri-food industry . . . . . (OMAF) 149
promote goods and services, Northern Ontario . . . . . (NDM) 559
promotion programs, export education, Ontario Exports Inc . . . . . (EOI) 345
strategic and legal support in managing disputes . . . . . (EOI) 339
trade shows and trade missions . . . . . (EOI) 345
trade union
certification . . . . . (LAB) 471
processing requests for the appointment of arbitrators . . . . . (LAB) 465
termination of bargaining rights . . . . . (LAB) 471
See also unions
traffic
accident information files on provincial highways . . . . . (MTO) 658
control devices, signs and signals, illumination and speed limits . . . . . (MTO) 658

road condition information . . . . . (MTO) 642
training
apprenticeship opportunities, Auto Service, Construction, Manufacturing, Service sector . . . . . (TCU) 635
apprenticeship, workplace needs assessment . . . . . (TCU) 634
correctional officers, probation and parole officers . . . . . (PSS) 564
develops apprenticeship training programs, materials . . . . . (TCU) 637
emergency management public education programs . . . . . (PSS) 605
film, opportunities for emerging content producers . . . . . (MCL) 310
fire fighters, Ontario Fire College . . . . . (PSS) 610
inmate workforce, industrial programs . . . . . (PSS) 573
literacy and employment services . . . . . (TCU) 633
Occupational health and safety . . . . . (LAB) 460
Ontario Police College . . . . . (PSS) 602
technical assistance, archaeological research training . . . . . (MCL) 303
toll free JobGrow and Training Hotline . . . . . (TCU) 633
See also apprenticeship
transcripts
verbatim transcripts of sittings of the Legislature and its committees . . . . . (LEG) 129
Transfers of Recorded Mining Claims . . . . . (NDM) 547
transit
government transit programs . . . . . (MTO) 662
Greater Toronto Transit Authority (GO Transit) . . . . . (MTO) 671
Transit Permit for Bulk Tobacco Products - TTA . . . . . (FIN) 382
translation
Ontario regulations . . . . . (MAG) 195
services, government, French, English . . . . . (MBS) 488
transportation
analysis, advice and policy coordination on alternate transportation fuels . . . . . (ENE) 362
award of construction contracts . . . . . (MTO) 644
government transit programs . . . . . (MTO) 662
Municipal Transportation Subsidy Programs . . . . . (MTO) 646
rail, bus, ferry, for passengers and freight, Northern Ontario . . . . . (NDM) 559
vehicle/passenger ferry, Owen Sound Transportation Company, Limited . . . . . (NDM) 559
travel
counselling, outdoor recreation . . . . . (MNR) 530
tourist information, publications, ontario road maps, up-to-date reports . . . . . (MTR) 614
Travel Industry Council of Ontario . . . . . (CBS) 266
See also tourism
trees
See forest
trials
claims against estates, wills . . . . . (MAG) 184
criminal and civil cases . . . . . (MAG) 184
proceedings relating to mental incompetency . . . . . (MAG) 184
summoning jurors . . . . . (MAG) 184
Trillium School Day and Residential Programs, Educational Programs . . . . . (EDU) 320
trust companies
licensing and enforcement, Loan and Trust Corporations Act . . . . . (FIN) 390
trustee
See guardian
tuberculosis
testing of Tuberculosis drug levels . . . . . (MOH) 434
treatment programs, control . . . . . (MOH) 415
Tuberculosis Control . . . . . (MOH) 415

Turkey Point Provincial Park (Southwestern) . . . . . (MNR) 518

U

unemployment
See employment
unions
assists in the negotiation of Collective Agreements through conciliation and mediation . . . . . (LAB) 465
information services to unions on labour relations and collective bargaining . . . (LAB) 465
requests for the appointment of arbitrators . . . . . (LAB) 465
See also trade union
See also strikes
universities
grants, advisory services to universities . . . . . (TCU) 631
Ontario Graduate Scholarship program . . . . . (TCU) 639
See also education
University Student Information System - University Affairs Reports Student Records . . . . . (TCU) 631
Unmarked Cigarette Dealer's Permit - TTA . . . . . (FIN) 382
used cars
See motor vehicle
Used Vehicle Information Package . . . . . (CBS) 267
Used Vehicle Information Program . . . . . (FIN) 382
utilities
approves rates, ownership changes, franchise agreements . . . . . (ENE) 364

V

vacation
time and pay, employment standards . . . . . (LAB) 458
Vaccine Preventable Diseases . . . . . (MOH) 415
vaccines
medical supplies, public sector organizations . . . . . (MOH) 407
post-exposure treatment, rabies . . . . . (MOH) 415
prevention of diseases, control . . . . . (MOH) 415
rabies, vaccinating wild animals . . . . . (MNR) 537
Vegetable Processor Licence . . . . . (OMAF) 162
vegetables
export marketing, Ontario agri-food products . . . . . (OMAF) 147
Foodland Ontario, promotion of Ontario grown fruits and vegetables . . . . . (OMAF) 147
inspection services at processing plants and other points of distribution . . . . . (OMAF) 145
licensing of processors of regulated commodities . . . . . (OMAF) 162
Ontario Food Terminal, central marketplace for growers and produce wholesalers . . . . . (OMAF) 162
See also agriculture
See also crops
vehicles
bus for-hire operating licences . . . . . (MTO) 671
Canadian Agreement on Vehicle Registration, Drivers and Vehicles Office . . . (MTO) 668
commercial, safe operation, enforcement . . . . . (MTO) 663
licensing and conviction records . . . . . (MTO) 668

licensing, renewals and change of address, Drivers and Vehicles Office ..... (MTO) 668
registration and licensing ..... (MTO) 646
vendor
permits, Retail Sales Tax ..... (FIN) 382
Retail Sales Tax Vendor Permit, electronic registration ..... (CBS) 254
veterans
emergency financial assistance, veterans and their dependents ..... (CFC) 230
veterinarians
appeals, self-regulating colleges, applications for registration ..... (MOH) 452
appeals, self-regulating colleges, reviews decisions of complaints committees ..... (MOH) 452
governing body, regulate practice of veterinary medicine ..... (OMAF) 160
veterinary
governing body, regulate practice of veterinary medicine ..... (OMAF) 160
inspection services for abattoirs and sales barns ..... (OMAF) 146
medicine research ..... (OMAF) 159
Veterinary Assistance Program ..... (NDM) 556
Veterinary Assistance Program for Northern Ontario Designated Areas ..... (OMAF) 143
Veterinary Science ..... (OMAF) 143
victim
Office for Victims of Crime, policy advisory agency ..... (MAG) 199
programs and services for victims of crime ..... (MAG) 196
service models to provide an effective response to victims ..... (MCZP) 207
Support Line, information to victims on convicted adult offenders ..... (PSS) 612
Violence Against Women Prevention Programs ..... (CFC) 223
See also abuse
See also violence
violence
compensation, injuries as the result of an act of criminal violence ..... (MAG) 199
Domestic Violence Work Team ..... (MAG) 196
funding to community-based services that support victims ..... (MAG) 196
public education to prevent violence against women ..... (MCZP) 207
Violence Against Women Prevention Programs ..... (CFC) 223
See also abuse
See also victim
Violence Against Women Prevention Initiative-Northern Ontario Grants ..... (NDM) 556
visitor information
See travel
vocational
appeals, Private Vocational School Review Board ..... (CBS) 296
rehabilitation, appeals, Workplace Safety and Insurance ..... (LAB) 472
Rehabilitation Services, appeals regarding decisions ..... (CFC) 251
See also training
volunteer
awards ..... (MCZP) 205
community services, long-term care ..... (MOH) 445
initiatives to recognize, encourage and support voluntary action ..... (MCZP) 205
Volunteer@ction.online Grants ..... (MCZP) 205
Voyageur Provincial Park (Southeastern) ..... (MNR) 518

W

W. Ross Macdonald School Residential and Day School Programs ..... (EDU) 320

wages
collective bargaining information database . . . . . (LAB) 466
Wakami Lake Provincial Park (Northeastern) . . . . . (MNR) 518
Wasaga Beach Provincial Park (Central) . . . . . (MNR) 518
waste
dispoal programs . . . . . (ENE) 357
facilities, approves technical applications . . . . . (ENE) 349
farm practices, utilization of manure, sludge and other nutrients or wastes . . . (OMAF) 143
Hazardous Waste Information Network . . . . . (ENE) 352
management, hazardous, non-hazardous . . . . . (ENE) 355
management projects, environmental assement . . . . . (ENE) 349
promotes recycling . . . . . (ENE) 355
See also sewage
water
appeals, environmental approvals, licences, permits or orders . . . . . (ENE) 362
facilities, approves technical applications . . . . . (ENE) 349
implementation of Walkerton inquiry recommendations . . . . . (ENE) 349
management, Environmental Farm Planning . . . . . (OMAF) 143
Ontario Drinking Water Standards, Safe Water Program . . . . . (MOH) 415
programs for protection, management of ground, surface and drinking water . . . (ENE) 355
promotes water efficiency for ecological, environmental sustainability . . . . . (ENE) 355
protection of life and property, flood, drought, erosion . . . . . (MNR) 516
recreation information, publications . . . . . (MNR) 530
research, Northern Forest Ecosystem Research . . . . . (MNR) 527
resource management . . . . . (MNR) 515
resource management, Algonquin Provincial Park . . . . . (MNR) 535
safety, disease control programs . . . . . (MOH) 415
services to municipalities . . . . . (ENE) 363
surface and ground water quality and quantity programs . . . . . (ENE) 357
water and sewage infrastructure, capital funding programs . . . . . (ENE) 352
See also lakes
See also drinking water
Weed Control Act Program . . . . . (OMAF) 141
welfare
appeals, decisions on General Welfare Assistance . . . . . (CFC) 251
Fraud Hotline . . . . . (CFC) 230
Home Oxygen, pays 100% of a flat monthly rate . . . . . (MOH) 435
See also social assistance
Wheatley Provincial Park (Southwestern) . . . . . (MNR) 518
wheelchair
Assistive Devices Program, pays up to 75% of the cost . . . . . (MOH) 435
White Lake Provincial Park (Northwestern) . . . . . (MNR) 518
Wholesale Dealer's Permit (Tobacco) - TTA . . . . . (FIN) 382
wildlife
Outdoors Card and licensing programs . . . . . (MNR) 515
programs, Fish and Wildlife Advisory Board . . . . . (MNR) 536
protects habitat, Algonquin Provincial Park . . . . . (MNR) 535
recreation information, publications . . . . . (MNR) 530
research and development . . . . . (MNR) 528
research, Northern Forest Ecosystem Research . . . . . (MNR) 527
resources management, partnership programs . . . . . (MNR) 515
See also hunting
wills
trials, claims against estates . . . . . (MAG) 184
See also estates

window cleaning
occupational health and safety . . . . . (LAB) 459
Windy Lake Provincial Park (Northeastern) . . . . . (MNR) 518
wine
issues, trade policy . . . . . (OMAF) 149
regulatory body having jurisdiction over the Wine Content Act . . . . . (CBS) 295
See also alcohol
See also liquor
Winter Roads . . . . . (NDM) 555
wire ropes
used in mine-hoisting installations, testing laboratory . . . . . (LAB) 460
witnesses
information and assistance throughout the criminal court process . . . . . (MAG) 196
women
initiatives preventing violence against women . . . . . (MCZP) 207
Ontario Women's Directorate (OWD) . . . . . (MCZP) 207
programs promoting women's economic independence . . . . . (MCZP) 207
Violence Against Women Prevention Programs . . . . . (CFC) 223
women's garment industry, employment standards . . . . . (LAB) 458
Women's Health Council . . . . . (MOH) 442
wood
measurement examinations, scaler's licences . . . . . (MNR) 536
supply, licensing, measurement, softwood lumber trade issues . . . . . (MNR) 514
See also timber
Woodland Caribou Provincial Park (Northwestern) . . . . . (MNR) 518
workers
appeals, Workplace Safety & Insurance Board decisions . . . . . (LAB) 472
employment standards, minimum terms and conditions of employment . . . . . (LAB) 458
minimum wage, overtime pay, paid public holidays, vacation pay . . . . . (LAB) 458
who do not have a union, Workplace Safety & Insurance Board claims . . . . . (LAB) 468
See also workplace safety and insurance
workers' compensation
See workplace safety and insurance
workplace
apprenticeship, training, adjustment situations . . . . . (TCU) 634
health and safety, construction industry . . . . . (LAB) 459
health and safety, industrial workers other than construction and mining . . . . . (LAB) 459
health and safety, mining industry . . . . . (LAB) 460
preparation, literacy and basic skills programs . . . . . (TCU) 633
Workplace Accessibility Tax Credit . . . . . (FIN) 379
Workplace Child Care Tax Credit . . . . . (FIN) 379
workplace safety and insurance
appeals, Workplace Safety & Insurance Board decisions . . . . . (LAB) 472
frontline services . . . . . (LAB) 473
injuries and illnesses incurred by workplaces . . . . . (LAB) 472
Office of the Employer Adviser, employer representation . . . . . (LAB) 467
Office of the Worker Adviser, represents injured workers who do not have a union . . . . . (LAB) 468
wrestlers
licences, wrestlers and officials . . . . . (CBS) 261
writs
of execution, enforcement . . . . . (MAG) 184
WSIB
Workplace Safety and Insurance Board . . . . . (LAB) 472

X

x-ray
advisory committee, safe use of x-radiation . . . . . (MOH) 451
facilities, inspection . . . . . (MOH) 426
program services, occupational health and safety . . . . . (LAB) 459
training courses, operation of x-ray machines . . . . . (MOH) 451
See also radiation

Y

young offender
Advocacy Office, protects rights and interests . . . . . (CFC) 228
assessments, placements and transfers . . . . . (PSS) 574
community supervision to young offenders . . . . . (PSS) 574
court disposition of offences . . . . . (MAG) 184
supervision, assistance to young offenders . . . . . (PSS) 564
youth
Advocacy Office, protects rights and interests of children . . . . . (CFC) 228
employment services . . . . . (TCU) 631
youth centres, correctional institutions . . . . . (PSS) 566
Youth Corrections Program . . . . . (CFC) 228

ORGANIZATION DESCRIPTIONS

Pages 109-672

OFFICE OF THE LIEUTENANT GOVERNOR OF ONTARIO

Legislative Bldg
Queen's Park
Toronto M7A 1A1
(416)325-7780 (Lieutenant Governor's Office Inquiries)
Fax (416)325-7787
www.lt.gov.on.ca
8:30 - 5:00

The Office of the Lieutenant Governor provides support for the constitutional and community roles of The Queen's representative in Ontario. The Office arranges for the signing of Cabinet and Ministry documents and the granting of Royal Assent, and supports the Lieutenant Governor in the ceremonial opening, prorogation or dissolution of the Legislative Assembly. The Office coordinates the Lieutenant Governor's calendar of official engagements held at Queen's Park and in communities throughout the province, and on request, sends congratulations from the Lieutenant Governor to Ontario residents and organizations marking important occasions, such as wedding anniversaries (50th and over), birthdays (90th and over) and special events.

THE ONTARIO GOVERNMENT

Queen Elizabeth II is the head of State, represented in Ontario by the Lieutenant Governor.

Ontario's parliamentary system has three branches:

The Executive Branch is comprised of elected representatives. The Premier and Ministers of the Crown collectively form the Cabinet of Ontario. Ministers are responsible for policies and program delivery in 21 ministries. The government is generally formed by the political party winning a majority of seats (representatives) in an election, with the party leader becoming the Premier of Ontario.

The Legislative Branch is comprised of all elected representatives and is presided over by a Speaker. It makes, amends and repeals laws, authorizes taxes, reviews expenditure estimates, receives reports, and debates bills, motions and resolutions.

The Judicial Branch is comprised of appointed individuals who administer justice by adjudicating criminal and civil disputes in Ontario's courts.

Ontario's government is supported by the Ontario Public Service, headed by the Secretary of the Cabinet.

CABINET OFFICE

Whitney Block
6th Flr, 99 Wellesley St W
Toronto M7A 1A1
(416)325-4503 (FOI Coordinator)
TTY (416)314-5721

The role of Cabinet Office is to manage the decision-making structures of the Ontario Government, ensuring that they effectively reflect the policies and programs of the government. Cabinet Office, working with the Premier's Office, supports Cabinet and its committees in establishing an agreed upon policy agenda and overall priorities, and works with ministries to ensure that a full range of policy options is provided to Cabinet. From time to time, Cabinet Office establishes special working groups to develop policy in areas of particular priority or which require inter-ministry coordination. In addition, Cabinet Office liaises with the Government House Leader's Office on the legislative agenda, and coordinates corporate communications and issues management processes.

ACTS

Executive Council Act
Lieutenant Governor Act

LEGISLATIVE OFFICES

Legislative Bldg
Queen's Park
Toronto M7A 1A2

LEGISLATIVE ASSEMBLY OF ONTARIO

Legislative Bldg
Queen's Park
Toronto M7A 1A2
www.ontla.on.ca

The **Legislative Assembly**, commonly called the House, consists of 103 **Members of Provincial Parliament (MPPs)** elected to represent the people in their constituencies. The Assembly performs legislative, financial and critical functions. It considers proposals for **legislation** or bills; enacts, amends and repeals legislation; authorizes the collection of funds from the people of Ontario; and scrutinizes the policies put forth by the government. As the presiding officer, the Speaker of the Assembly is responsible for both the policy and operations of the Legislature. The Clerk of the Assembly, in the capacity of principal permanent officer, provides the Speaker and **MPPs** with procedural advice.

QUEEN'S PARK - MEMBERS OF PROVINCIAL PARLIAMENT (MPPS)

This list below displays MPPs and their constituency names in alphabetical order, according to the constituency or riding name in bold print. Following this list is another list ordered alphabetically by the MPPs name. That list also includes the constituency name, address, phone and fax numbers.

Brown, Mike LIB
ALGOMA - MANITOULIN

McMeekin, Ted LIB
ANCASTER - DUNDAS - FLAMBOROUGH - ALDERSHOT

Tascona, Joe PC
BARRIE - SIMCOE - BRADFORD

Prue, Michael NDP
BEACHES - EAST YORK

Gill, Raminder PC
BRAMALEA - GORE - MALTON - SPRINGDALE

Spina, Joe PC
BRAMPTON CENTRE

CLEMENT, HON. TONY PC
BRAMPTON WEST - MISSISSAUGA

Levac, Dave LIB
BRANT

Murdoch, Bill PC
BRUCE - GREY - OWEN SOUND

JACKSON, HON. CAM PC
BURLINGTON

Martiniuk, Gerry PC
CAMBRIDGE

Hoy, Pat LIB
CHATHAM - KENT - ESSEX

Ruprecht, Tony LIB
DAVENPORT

Caplan, David LIB
DON VALLEY EAST

TURNBULL, HON. DAVID PC
DON VALLEY WEST

EVES, HON. ERNIE PC
DUFFERIN - PEEL - WELLINGTON - GREY

O'Toole, John R, PC
DURHAM

Colle, Mike LIB
EGLINTON - LAWRENCE

Peters, Steve LIB
ELGIN - MIDDLESEX - LONDON

HUDAK, HON. TIM PC
ERIE - LINCOLN

Crozier, Bruce LIB
ESSEX

Kells, Morley PC
ETOBICOKE - LAKESHORE

STOCKWELL, HON. CHRIS PC
ETOBICOKE CENTRE

Hastings, John PC
ETOBICOKE NORTH

Lalonde, Jean-Marc LIB
GLENGARRY - PRESCOTT - RUSSELL

ELLIOTT, HON. BRENDA PC
GUELPH - WELLINGTON

Barrett, Toby PC
HALDIMAND - NORFOLK - BRANT

HODGSON, HON. CHRIS PC
HALIBURTON - VICTORIA - BROCK

Chudleigh, Ted PC
HALTON

Agostino, Dominic LIB
HAMILTON EAST

Bountrogianni, Dr. Marie LIB
HAMILTON MOUNTAIN

Christopherson, David NDP
HAMILTON WEST

Dombrowsky, Leona LIB
HASTINGS - FRONTENAC - LENNOX AND ADDINGTON

JOHNS, HON. HELEN PC
HURON - BRUCE

Hampton, Howard NDP
KENORA - RAINY RIVER

Gerretsen, John LIB
KINGSTON AND THE ISLANDS

WITMER, HON. ELIZABETH PC
KITCHENER - WATERLOO

Wettlaufer, Wayne K, PC
KITCHENER CENTRE

Beaubien, Marcel PC
LAMBTON - KENT - MIDDLESEX

STERLING, HON. NORMAN W, PC
LANARK - CARLETON

RUNCIMAN, HON. ROBERT W, PC
LEEDS - GRENVILLE

Mazzilli, Frank PC
LONDON - FANSHAWE

CUNNINGHAM, HON. DIANNE PC
LONDON NORTH CENTRE

Wood, Bob PC
LONDON WEST

TSUBOUCHI, HON. DAVID H, PC
MARKHAM

Sampson, Rob PC
MISSISSAUGA CENTRE

DEFARIA, HON. CARL PC
MISSISSAUGA EAST

Marland, Margaret PC
MISSISSAUGA SOUTH

Snobelen, John C, PC
MISSISSAUGA WEST

BAIRD, HON. JOHN PC
NEPEAN - CARLETON

Kormos, Peter NDP
NIAGARA CENTRE

Maves, Bart PC
NIAGARA FALLS

Martel, Shelley NDP
NICKEL BELT

McDonald, Al PC
NIPISSING

Galt, Dr. Doug PC
NORTHUMBERLAND

Klees, Frank F, PC
OAK RIDGES

CARR, HON. GARY PC
OAKVILLE

OUELLETTE, HON. JERRY J, PC
OSHAWA

COBURN, HON. BRIAN PC
OTTAWA - ORLEANS

Boyer, Claudette IND
OTTAWA - VANIER

Patten, Richard LIB
OTTAWA CENTRE

McGuinty, Dalton LIB
OTTAWA SOUTH

Guzzo, Garry PC
OTTAWA WEST - NEPEAN

Hardeman, Ernie PC
OXFORD

Kennedy, Gerard LIB
PARKDALE - HIGH PARK

Miller, Norm PC
PARRY SOUND - MUSKOKA

Johnson, Bert PC
PERTH - MIDDLESEX

Stewart, Gary PC
PETERBOROUGH

ECKER, HON. JANET PC
PICKERING - AJAX - UXBRIDGE

Parsons, Ernie LIB
PRINCE EDWARD - HASTINGS

Conway, Sean LIB
RENFREW - NIPISSING - PEMBROKE

Di Cocco, Caroline LIB
SARNIA - LAMBTON

Martin, Tony NDP
SAULT STE MARIE

Phillips, Gerry LIB
SCARBOROUGH - AGINCOURT

Curling, Alvin LIB
SCARBOROUGH - ROUGE RIVER

Mushinski, Marilyn PC
SCARBOROUGH CENTRE

Gilchrist, J.S. (Steve) PC
SCARBOROUGH EAST

NEWMAN, HON. DAN PC
SCARBOROUGH SOUTHWEST

WILSON, HON. JIM PC
SIMCOE - GREY

Dunlop, Garfield PC
SIMCOE NORTH

Bradley, Jim LIB
ST CATHARINES

Bryant, Michael LIB
ST PAUL'S

CLARK, HON. BRAD PC
STONEY CREEK

Cleary, John LIB
STORMONT - DUNDAS - CHARLOTTENBURGH

Bartolucci, Rick LIB
SUDBURY

MOLINARI, HON. TINA R, PC
THORNHILL

McLeod, Lyn LIB
THUNDER BAY - ATIKOKAN

Gravelle, Michael LIB
THUNDER BAY - SUPERIOR NORTH

Ramsay, David J, LIB
TIMISKAMING - COCHRANE

Bisson, Gilles NDP
TIMMINS - JAMES BAY

Churley, Marilyn M, NDP
TORONTO - DANFORTH

Smitherman, George LIB
TORONTO CENTRE - ROSEDALE

Marchese, Rosario NDP
TRINITY - SPADINA

Sorbara, Greg LIB
VAUGHAN - KING - AURORA

Arnott, Ted PC
WATERLOO - WELLINGTON

FLAHERTY, HON. JAMES M, PC
WHITBY - AJAX

YOUNG, HON. DAVID S, PC
WILLOWDALE

Duncan, Dwight LIB
WINDSOR - ST CLAIR

Pupatello, Sandra LIB
WINDSOR WEST

Kwinter, Monte LIB
YORK CENTRE

Munro, Julia PC
YORK NORTH

Cordiano, Joe LIB
YORK SOUTH - WESTON

Sergio, Mario LIB
YORK WEST

CONSTITUENCIES - MEMBERS OF PROVINCIAL PARLIAMENT (MPPS)

Agostino, Dominic LIB
HAMILTON EAST
196B Parkdale Ave N
Hamilton L8H 5X2
General Inquiry (905)544-9644
Fax (905)544-5152

Arnott, Ted PC
WATERLOO - WELLINGTON
2nd Flr, 181 St Andrew St E
Fergus N1M 1P9
General Inquiry (519)787-5247
Toll Free 1-800-265-2366 (Within Riding)
Fax (519)787-5249

BAIRD, HON. JOHN PC
NEPEAN - CARLETON
Suite 119, 301 Moodie Dr
Nepean K2H 9C4
General Inquiry (613)828-2020
Fax (613)828-6962

Barrett, Toby PC
HALDIMAND - NORFOLK - BRANT
39 Norfolk St N
Simcoe N3Y 3N6
General Inquiry (519)428-0446
Toll Free 1-800-903-8629 (Within Riding)
Fax (519)428-0835

Barrett, Toby PC
HALDIMAND - NORFOLK - BRANT
ALTERNATE ADDRESS
9C Sutherland St W
Caledonia N3W 1C1
General Inquiry (905)765-8413
Fax (519)428-0835

Bartolucci, Rick LIB
SUDBURY
100 Elm St
Sudbury P3C 1T5
General Inquiry (705)675-1914
Fax (705)675-1456

Beaubien, Marcel PC
LAMBTON - KENT - MIDDLESEX
4247 Oil Heritage Rd
PO Box 850
Petrolia N0N 1R0
General Inquiry (519)882-0221
Toll Free 1-800-265-3916 (Within Riding)
Fax (519)882-3939

Beaubien, Marcel PC
LAMBTON - KENT - MIDDLESEX
ALTERNATIVE ADDRESS
21 Front St W
Strathroy N7G 1X5
General Inquiry (519)245-8696
Fax (519)245-8697

Beaubien, Marcel PC
LAMBTON - KENT - MIDDLESEX
ALTERNATE ADDRESS
Unit 2, 740 James St
PO Box 20004 James St Postal Outlet
Wallaceburg N8A 5G1
General Inquiry (519)627-1015
Fax (519)627-7174

Bisson, Gilles NDP
TIMMINS - JAMES BAY
247 Algonquin Blvd W
Timmins P4N 2R8
General Inquiry (705)268-6400
Toll Free 1-800-461-9878 (Within Riding)
Fax (705)266-9125

Bisson, Gilles NDP
TIMMINS - JAMES BAY
ALTERNATE ADDRESS
12B Byng Ave
Kapuskasing P5N 1W3
General Inquiry (705)335-6400
Toll Free 1-800-461-9878 (Within Riding)
Fax (705)337-6869

Bountrogianni, Dr. Marie LIB
HAMILTON MOUNTAIN
Unit 2, 952 Concession St
Hamilton L8V 1G2
General Inquiry (905)388-9734
Fax (905)388-7862

Boyer, Claudette IND
OTTAWA - VANIER
237 Montreal Rd
Vanier K1L 6C7
General Inquiry (613)744-4484
Fax (613)744-0889

Bradley, Jim LIB
ST CATHARINES
Unit 2, 2 Secord Dr
St Catharines L2N 1K8
General Inquiry (905)935-0018
Fax (905)935-0191

Brown, Mike LIB
ALGOMA - MANITOULIN
Unit 9B, 80 Dieppe Ave
Elliot Lake P5A 1H3
General Inquiry (705)461-9710
Fax (705)461-9720

Brown, Mike LIB
ALGOMA - MANITOULIN
ALTERNATE ADDRESS
Heyden Shopping Ctr, Hwy 17 N RR2
Sault Ste Marie P6A 5K7
General Inquiry (705)777-1213
Toll Free 1-800-831-1899 (Within Riding)
Fax (705)777-1215

Bryant, Michael LIB
ST PAUL'S
803 St Clair Ave W
Toronto M6C 1B9
General Inquiry (416)656-0943
Fax (416)656-0875

Caplan, David LIB
DON VALLEY EAST
2062 Sheppard Ave E
North York M2J 5B3
General Inquiry (416)494-6856
Fax (416)494-9937

CARR, HON. GARY PC
OAKVILLE
2330 Lakeshore Rd W
Oakville L6L 1H3
General Inquiry (905)827-5141
Fax (905)827-3786

Christopherson, David NDP
HAMILTON WEST
554 King St W
Hamilton L8P 1C2
General Inquiry (905)529-1277
Fax (905)529-1280

Chudleigh, Ted PC
HALTON
Suite 100, 192 Main St E
Milton L9T 1N8
General Inquiry (905)878-1729
Fax (905)878-5144

Churley, Marilyn M, NDP
TORONTO - DANFORTH
288 Danforth Ave
Toronto M4K 1N6
General Inquiry (416)461-0223
Fax (416)461-9542

CLARK, HON. BRAD PC
STONEY CREEK
Unit 10, 44 King St E
Stoney Creek L8G 1K1
General Inquiry (905)664-4200
Toll Free 1-800-411-6611 (Within Riding)
Fax (905)662-2313

Cleary, John LIB
STORMONT - DUNDAS - CHARLOTTENBURGH
404 Montreal Rd
Cornwall K6H 1B7
General Inquiry (613)933-6513
Toll Free 1-800-514-9660 (Within Riding)
Fax (613)933-6449

CLEMENT, HON. TONY PC
BRAMPTON WEST - MISSISSAUGA
Suite 304, 201 County Court Blvd
Brampton L6W 4L2
General Inquiry (905)796-8669
Fax (905)796-8069

COBURN, HON. BRIAN PC
OTTAWA - ORLEANS
Unit 6, 110 Bearbrook Rd
Gloucester K1B 5R2
General Inquiry (613)834-8679
Fax (613)834-7647

Colle, Mike LIB
EGLINTON - LAWRENCE
2882 Dufferin St
Toronto M6B 3S6
General Inquiry (416)781-2395
Fax (416)781-4116

Conway, Sean LIB
RENFREW - NIPISSING - PEMBROKE
The Victoria Ctr, 84 Isabella St
Pembroke K8A 5S5
General Inquiry (613)735-6627
Toll Free 1-800-267-2515 (Within Riding)
Fax (613)735-6692

Cordiano, Joe LIB
YORK SOUTH - WESTON
Unit 3, 2277 Keele St
North York M6M 3Z6
General Inquiry (416)243-7984
Fax (416)243-0327

Crozier, Bruce LIB
ESSEX
78 Talbot St N
Essex N8M 1A2
General Inquiry (519)776-6420
Toll Free 1-800-265-3909 (Within Riding)
Fax (519)776-5763
9:00 - 5:00

CUNNINGHAM, HON. DIANNE PC
LONDON NORTH CENTRE
Suite 101, 650 Waterloo St
London N6B 2R4
General Inquiry (519)432-7339
Fax (519)432-0613

Curling, Alvin LIB
SCARBOROUGH - ROUGE RIVER
Suite 111, 5200 Finch Ave E
Scarborough M1S 4Z4
General Inquiry (416)297-5040
Fax (416)297-6767

DEFARIA, HON. CARL PC
MISSISSAUGA EAST
Suite 5, 1425 Dundas St E
Mississauga L4X 2W4
General Inquiry (905)238-1751
Fax (905)238-4918

Di Cocco, Caroline LIB
SARNIA - LAMBTON
Bayside Mall, Unit 29
150 North Christina St
Sarnia N7T 7W5
General Inquiry (519)337-0051
Fax (519)337-3246

Dombrowsky, Leona LIB
HASTINGS - FRONTENAC - LENNOX AND ADDINGTON
4 Market Sq
Napanee K7R 1J3
General Inquiry (613)354-6630
Toll Free 1-877-536-6248 (Within Riding)
Fax (613)354-0232

Duncan, Dwight LIB
WINDSOR - ST CLAIR
Unit 2, 4808 Tecumseh Rd E
Windsor N8T 1B8
General Inquiry (519)251-5199
Fax (519)251-5299

Dunlop, Garfield PC
SIMCOE NORTH
14 Coldwater Rd W
PO Box 2320
Orillia L3V 6S2
General Inquiry (705)326-3246
Toll Free 1-800-304-7341 (Within Riding)
Fax (705)326-9579

Dunlop, Garfield PC
SIMCOE NORTH ALTERNATE ADDRESS
482 Elizabeth St
Midland L4R 1Z8
General Inquiry (705)526-8671
Fax (705)526-8600

ECKER, HON. JANET PC
PICKERING - AJAX - UXBRIDGE
Suite 213, 1550 Kingston Rd
Pickering L1V 1C3
General Inquiry (905)420-0829
Fax (905)420-5351

ELLIOTT, HON. BRENDA PC
GUELPH - WELLINGTON
173 Woolwich St
Guelph N1H 3V4
General Inquiry (519)836-4190
Fax (519)836-4191

EVES, HON. ERNIE PC
DUFFERIN - PEEL - WELLINGTON - GREY
244 Broadway Ave
Orangeville L9W 1K5
General Inquiry (519)941-7751
Toll Free 1-800-265-1603 (Within Riding)
Fax (519)941-3246

FLAHERTY, HON. JAMES M, PC
WHITBY - AJAX
Suite 101, 114 Dundas St E
Whitby L1N 2H7
General Inquiry (905)430-1141
Fax (905)430-1840

Galt, Dr. Doug PC
NORTHUMBERLAND
Suite 303, 1005 Elgin St W
Cobourg K9A 5J4
General Inquiry (905)372-4000
Toll Free 1-800-263-3980 (Within Riding)
Fax (905)372-1672

Galt, Dr. Doug PC
NORTHUMBERLAND
ALTERNATE ADDRESS
27 King St
Trenton K8V 3V7
General Inquiry (613)392-3038
Fax (613)392-2241

Gerretsen, John LIB
KINGSTON AND THE ISLANDS
The LaSalle Mews, Suite 2, 303 Bagot St
Kingston K7K 5W7
General Inquiry (613)547-2385
Fax (613)547-5001

Gilchrist, J.S. (Steve) PC
SCARBOROUGH EAST
Morningside Mall, Suite 314
255 Morningside Ave
Scarborough M1E 3E6
General Inquiry (416)281-2787
Fax (416)281-2360

Gill, Raminder PC
BRAMALEA - GORE - MALTON - SPRINGDALE
Suite 106, 9780 Bramalea Rd N
Brampton L6S 2P1
General Inquiry (905)799-3939
Fax (905)799-9505

Gravelle, Michael LIB
THUNDER BAY - SUPERIOR NORTH
Suite 101, 215 Van Norman St
Thunder Bay P7A 4B6
General Inquiry (807)345-3647
Toll Free 1-888-516-5555 (Within Riding)
Fax (807)345-2922

Guzzo, Garry PC
OTTAWA WEST - NEPEAN
Suite 218, 1400 Clyde Ave
Nepean K2G 3J2
General Inquiry (613)727-2657
Fax (613)224-3306

Hampton, Howard NDP
KENORA - RAINY RIVER
Suite 3, 140 Fourth St W
Fort Frances P9A 3B8
General Inquiry (807)274-7619
Fax (807)274-3721

Hampton, Howard NDP
KENORA-RAINY RIVER
ALTERNATE ADDRESS
123A Queen St
Dryden P8N 1A6
General Inquiry (807)223-6456
Toll Free 1-800-465-8501 (Within Riding)
Fax (807)223-6593

Hampton, Howard NDP
KENORA-RAINY RIVER
ALTERNATE ADDRESS
2nd Flr, 114 Main St S
Kenora P9N 1S9
General Inquiry (807)467-2415
Fax (807)467-2641

Hardeman, Ernie PC
OXFORD
12 Perry St
Woodstock N4S 3C2
General Inquiry (519)537-5222
Toll Free 1-800-265-4046 (Within Riding)
Fax (519)537-3577

Hastings, John PC
ETOBICOKE NORTH
Unit 201, 100 Rexdale Blvd
Etobicoke M9W 1N7
General Inquiry (416)745-2859
Fax (416)745-4601

HODGSON, HON. CHRIS PC
HALIBURTON - VICTORIA - BROCK
14 Lindsay St N
Lindsay K9V 1T4
General Inquiry (705)324-6654
Toll Free 1-800-424-2490 (Within Riding)
Fax (705)324-6938

Hoy, Pat LIB
CHATHAM - KENT- ESSEX
Suite 100, 111 Heritage Rd
Chatham N7M 5W7
General Inquiry (519)351-0510
Toll Free 1-800-265-3992 (Within Riding)
Fax (519)351-7714

HUDAK, HON. TIM PC
ERIE - LINCOLN
Unit 3, 2763 Stevensville Rd
Stevensville L0S 1S0
General Inquiry (905)382-0322
Toll Free 1-800-665-3697 (Within Riding)
Fax (905)382-0315

HUDAK, HON. TIM PC
ERIE - LINCOLN ALTERNATE ADDRESS
4289 Mountain St
Beamsville L0R 1B0
General Inquiry (905)563-1755

HUDAK, HON. TIM PC
ERIE - LINCOLN ALTERNATE ADDRESS
106 Main St W
Dunnville N1A 2X1
General Inquiry (905)774-2533

JACKSON, HON. CAM PC
BURLINGTON
Unit 19, 460 Brant St
Burlington L7R 4B6
General Inquiry (905)639-7924
Fax (905)639-3284

JOHNS, HON. HELEN PC
HURON - BRUCE
50 South St
Goderich N7A 3L5
General Inquiry (519)524-2979
Toll Free 1-800-668-9320 (Within Riding)
Fax (519)524-4154

Johnson, Bert PC
PERTH - MIDDLESEX
55 Lorne Ave E
Stratford N5A 6S4
General Inquiry (519)272-0660
Toll Free 1-800-461-9701 (Within Riding)
Fax (519)272-1064

Kells, Morley PC
ETOBICOKE - LAKESHORE
3481 Lake Shore Blvd W
Etobicoke M8W 1N5
General Inquiry (416)259-2249
Fax (416)259-3704

Kennedy, Gerard LIB
PARKDALE - HIGH PARK
2861 Dundas St W
Toronto M6P 1Y9
General Inquiry (416)763-5630
Fax (416)763-5640

Klees, Frank F, PC
OAK RIDGES
Unit 210, 650 Hwy 7 E
Richmond Hill L4B 1B2
General Inquiry (905)707-3160
(905)642-5500 (Stouffville)
Toll Free 1-800-211-1881 (Within Riding)
Fax (905)707-3161

Kormos, Peter NDP
NIAGARA CENTRE
Canal View, Unit 103, 60 King St
Welland L3B 6A4
General Inquiry (905)732-6884
Fax (905)732-9782

Kwinter, Monte LIB
YORK CENTRE
539 Wilson Heights Blvd
Downsview M3H 2V7
General Inquiry (416)630-0080
Fax (416)630-8828

Lalonde, Jean-Marc LIB
GLENGARRY - PRESCOTT - RUSSELL
1608 Laurier St
PO Box 339
Rockland K4K 1K4
General Inquiry (613)446-4010
Toll Free 1-800-355-9666 (Within Riding)
Fax (613)446-6605

Lalonde, Jean-Marc LIB
GLENGARRY- PRESCOTT - RUSSELL
ALTERNATE ADDRESS
2nd Flr, 90 Main St S
PO Box 963
Alexandria K0C 1A0
General Inquiry (613)525-4605

Lalonde, Jean-Marc LIB
GLENGARRY - PRESCOTT - RUSSELL
ALTERNATE ADDRESS
Suite 116, 151 Main St E
Hawkesbury K6A 1A1
General Inquiry (613)632-2706
Toll Free 1-800-294-8250 (Within Riding)
Fax (613)632-1554

Levac, Dave LIB
BRANT
90 Nelson St
Brantford N3T 2N1
General Inquiry (519)759-0361
Fax (519)759-6439

Marchese, Rosario NDP
TRINITY - SPADINA
854 Dundas St W
Toronto M6J 1V5
General Inquiry (416)603-9664
Fax (416)603-1241

Marland, Margaret PC
MISSISSAUGA SOUTH
1523 Hurontario St
Mississauga L5G 3H7
General Inquiry (905)278-1557
Fax (905)278-1525

Martel, Shelley NDP
NICKEL BELT
Hanmer Valley Shopping Plaza, Hwy 69 N
Hanmer P3P 1P7
General Inquiry (705)969-3621
Toll Free 1-877-280-9990 (Within Riding)
Fax (705)969-3538

Martin, Tony NDP
SAULT STE MARIE
180 Bay St
Sault Ste Marie P6A 6S2
General Inquiry (705)949-6959
Fax (705)949-5561

Martiniuk, Gerry PC
CAMBRIDGE
Unit 2, 410 Hespeler Rd
Cambridge N1R 6J6
General Inquiry (519)623-5852
Fax (519)623-3250

Maves, Bart PC
NIAGARA FALLS
Unit 5, 6100 Thorold Stone Rd
Niagara Falls L2J 1A3
General Inquiry (905)357-0681
Fax (905)357-9456

Mazzilli, Frank PC
LONDON - FANSHAWE
Unit 4, 841 Wellington Rd S
London N6E 3R5
General Inquiry (519)668-1104
Fax (519)668-1941

McDonald, Al PC
NIPISSING
Suite 1 Ground Flr, 374 Fraser St
North Bay P1B 3W7
General Inquiry (705)474-8340
Fax (705)474-9747

McGuinty, Dalton LIB
OTTAWA SOUTH
1795 Kilborn Ave
Ottawa K1H 6N1
General Inquiry (613)736-9573
Fax (613)736-7374

McLeod, Lyn LIB
THUNDER BAY - ATIKOKAN
240 South Syndicate Ave
Thunder Bay P7E 1C8
General Inquiry (807)623-9237
Fax (807)623-4983

McLeod, Lyn LIB
THUNDER BAY - ATIKOKAN
ALTERNATE ADDRESS
205 Main St W
PO Box 1780
Atikokan P0T 1C0
General Inquiry (807)597-2629
Fax (807)597-2402

McMeekin, Ted LIB
ANCASTER - DUNDAS - FLAMBOROUGH - ALDERSHOT
299 Dundas St E
PO Box 1240
Waterdown L0R 2H0
General Inquiry (905)690-6552
Toll Free 1-888-566-6614 (Within Riding)
Fax (905)690-6562

Miller, Norm PC
PARRY SOUND - MUSKOKA
Suite 201, 505 Hwy 118 W
Bracebridge P1L 2G7
General Inquiry (705)645-8538
Toll Free 1-888-267-4826 (Within Riding)
Fax (705)645-8148

Miller, Norm PC
PARRY SOUND - MUSKOKA
ALTERNATE ADDRESS
17 James St
Parry Sound P2A 1T4
General Inquiry (705)746-4266
Toll Free 1-888-701-1176 (Within Riding)
Fax (705)746-1578

MOLINARI, HON. TINA R, PC
THORNHILL
7592 Yonge St
Thornhill L4J 1V9
General Inquiry (905)731-8462
Fax (905)731-2984

Munro, Julia PC
YORK NORTH
Suite 103, 17705 Leslie St
Newmarket L3Y 3E3
General Inquiry (905)898-8514
Fax (905)898-8517

Murdoch, Bill PC
BRUCE - GREY- OWEN SOUND
1047 2nd Ave E
Owen Sound N4K 2H8
General Inquiry (519)371-2421
Fax (519)371-0953

Mushinski, Marilyn PC
SCARBOROUGH CENTRE
Suite 204, 1450 Midland Ave
Scarborough M1P 4Z8
General Inquiry (416)615-2183
Fax (416)615-2011

NEWMAN, HON. DAN PC
SCARBOROUGH SOUTHWEST
3005 Kingston Rd
Scarborough M1M 1P1
General Inquiry (416)261-9525
Fax (416)261-0381

O'Toole, John R, PC
DURHAM
75 King St E
Bowmanville L1C 1N4
General Inquiry (905)697-1501
Toll Free 1-800-661-2433 (Within Riding)
Fax (905)697-1506

OUELLETTE, HON. JERRY J, PC
OSHAWA
170 Athol St E
Oshawa L1H 1K1
General Inquiry (905)723-2411
Fax (905)723-1054

Parsons, Ernie LIB
PRINCE EDWARD - HASTINGS
183 Front St
Belleville K8N 2Y9
General Inquiry (613)962-1144
TTY Toll Free 1-866-796-1888 (Within Riding)
Fax (613)969-6381

Patten, Richard LIB
OTTAWA CENTRE
1292 Wellington St
Ottawa K1Y 3A9
General Inquiry (613)722-6414
Fax (613)722-6703

Peters, Steve LIB
ELGIN - MIDDLESEX - LONDON
542 Talbot St
St Thomas N5P 1C4
General Inquiry (519)631-0666
Toll Free 1-800-265-7638 (Within Riding)
Fax (519)631-9478

Phillips, Gerry LIB
SCARBOROUGH - AGINCOURT
Suite 204, 4002 Sheppard Ave E
Scarborough M1S 4R5
General Inquiry (416)297-6568
Fax (416)297-4962

Prue, Michael NDP
BEACHES - EAST YORK
2171 Danforth Ave
Toronto M4C 1K4
General Inquiry (416)690-1032
Fax (416)690-8420

Pupatello, Sandra LIB
WINDSOR WEST
1483 Ouellette Ave
Windsor N8X 1K1
General Inquiry (519)977-7191
Fax (519)977-7029

Ramsay, David J, LIB
TIMISKAMING - COCHRANE
29 Duncan Ave
Kirkland Lake P2N 1X5
General Inquiry (705)567-4650
Toll Free 1-800-461-2186 (Within Riding)
Fax (705)567-4208

Ramsay, David J, LIB
TIMISKAMING - COCHRANE
ALTERNATE ADDRESS
524 Ferguson St
PO Box 429
Haileybury P0J 1K0
General Inquiry (705)672-2488
Toll Free 1-888-701-1105 (Within Riding)
Fax (705)672-3241

Ramsay, David J, LIB
TIMISKAMING - COCHRANE
ALTERNATE ADDRESS
2nd Flr, 229 Main St S
Sturgeon Falls P0H 2G0
General Inquiry (705)753-9965

RUNCIMAN, HON. ROBERT W, PC
LEEDS - GRENVILLE
243 Perth St
Brockville K6V 5E7
General Inquiry (613)342-9522
Toll Free 1-800-267-4408 (Within Riding)
Fax (613)342-2501

RUNCIMAN, HON. ROBERT W, PC
LEEDS - GRENVILLE
ALTERNATE ADDRESS
515 Prescott St
Kemptville K0G 1J0
General Inquiry (613)258-7789
Fax (613)258-1860

Ruprecht, Tony LIB
DAVENPORT
1359 Davenport Rd
Toronto M6H 2H5
General Inquiry (416)535-3158
Fax (416)325-9961

Sampson, Rob PC
MISSISSAUGA CENTRE
Unit 17, 1100 Central Pky W
Mississauga L5C 4E5
General Inquiry (905)897-8815
Fax (905)897-8482

Sergio, Mario LIB
YORK WEST
Unit 38, 2300 Finch Ave W
North York M9M 2Y3
General Inquiry (416)743-7272
Fax (416)743-3292

Smitherman, George LIB
TORONTO CENTRE - ROSEDALE
410 Sherbourne St
Toronto M4X 1K2
General Inquiry (416)972-7683
Fax (416)972-7686

Snobelen, John C, PC
MISSISSAUGA WEST
6541D Mississauga Rd N
Mississauga L5N 1A6
General Inquiry (905)826-7200
Fax (905)826-4553

Sorbara, Greg LIB
VAUGHAN - KING - AURORA
Unit 3, 55 Silton Rd
Woodbridge L4L 7Z8
General Inquiry (905)851-0440
Toll Free 1-877-880-6770 (Within Riding)
Fax (905)851-0210

Spina, Joe PC
BRAMPTON CENTRE
Conestoga Sq, 2nd Flr, Suite 104
380 Bovaird Dr
Brampton L6Z 2S8
General Inquiry (905)840-9244
Fax (905)840-7845

STERLING, HON. NORMAN W, PC
LANARK - CARLETON
Heritage Walk, Unit 5, 130 Lansdowne Ave
Carleton Place K7C 2T7
General Inquiry (613)253-1171
Toll Free 1-800-267-1020 (Within Riding)
Fax (613)253-1175

Stewart, Gary PC
PETERBOROUGH
Unit 3, 193 Simcoe St
Peterborough K9H 2H6
General Inquiry (705)742-3777
Fax (705)742-1822

STOCKWELL, HON. CHRIS PC
ETOBICOKE CENTRE
Suite 214, 555 Burnhamthorpe Rd
Etobicoke M9C 2Y3
General Inquiry (416)695-1220
Fax (416)695-1222

Tascona, Joe PC
BARRIE - SIMCOE - BRADFORD
36 Mulcaster St
Barrie L4M 3M1
General Inquiry (705)737-4242
Toll Free 1-800-461-5473 (Within Riding)
Fax (705)737-1085

TSUBOUCHI, HON. DAVID H, PC
MARKHAM
Suite 201, 8901 Woodbine Ave
Markham L3R 9Y4
General Inquiry (905)305-1935
Fax (905)305-1938

TURNBULL, HON. DAVID PC
DON VALLEY WEST
Suite 106, 40 Wynford Dr
Toronto M3C 1J5
General Inquiry (416)445-4040
Fax (416)445-7031

Wettlaufer, Wayne K, PC
KITCHENER CENTRE
70 Francis St N
Kitchener N2H 5B5
General Inquiry (519)579-5460
Fax (519)579-2121

WILSON, HON. JIM PC
SIMCOE - GREY
Unit 28, 180 Parsons Rd
Alliston L9R 1E8
General Inquiry (705)435-4087
Fax (705)435-1051

WILSON, HON. JIM PC
SIMCOE - GREY ALTERNATE ADDRESS
50 Hume St
Collingwood L9Y 1V2
General Inquiry (705)446-1090
Toll Free 1-800-268-7542 (Within Riding)
Fax (705)446-3397

WITMER, HON. ELIZABETH PC
KITCHENER - WATERLOO
375 University Ave E
Waterloo N2K 3M7
General Inquiry (519)725-3477
Fax (519)725-3667

Wood, Bob PC
LONDON WEST
Unit 3, 312 Commissioners Rd W
London N6J 1Y3
General Inquiry (519)657-3120
Fax (519)657-0368

YOUNG, HON. DAVID S, PC
WILLOWDALE
Newtonbrook Plaza, Unit 3, 5801 Yonge St
North York M2M 3T9
General Inquiry (416)733-7878
Fax (416)733-7709

SPEAKER OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg
Rm 180, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7435
Fax (416)325-6310
www.ontla.on.ca

As the Chief Presiding Officer, the Speaker of the Legislative Assembly is responsible for both policy and operations of the Legislative Precinct which includes the Legislative Building, its surrounding grounds and the 1st, 2nd and 3rd floors of the Whitney Block. The Speaker also chairs the Board of Internal Economy which reviews and approves operating policy for the Office of the Assembly, governs the Assembly's financial affairs, including the review of the estimates.

CLERK OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344
www.ontla.on.ca

The Clerk is the chief permanent officer of the Legislative Assembly, with the rank and status of a Deputy Minister. As the principal procedural adviser and senior officer of the House, the Clerk's responsibilities include advising the Speaker and Members of the **Legislature** on questions of procedure and interpretation of the rules and practices of the House. The Clerk is also responsible for the overall direction and administration of the Legislative Assembly and is Secretary of the Board of Internal Economy. The Clerk is Secretary of the Ontario Branch of the **Commonwealth Parliamentary Association**, with responsibility for coordinating the activities of the branch and the Legislature with other Parliaments, and Secretary of the Ontario section of the Assemblée parlementaire de la Francophonie. The office maintains the public disclosure statements of Members of the Legislative Assembly and the Executive Council for examination by Members and the public.

CLERK'S OFFICE

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344
www.ontla.on.ca

The Clerk's Office supports the activities of the Clerk of the Legislative Assembly. The Clerk is the principal procedural adviser to the Speaker and Members of the Legislature and is responsible for the overall direction and administration of the Legislative Assembly.

FRENCH LANGUAGE SERVICES

Legislative Bldg
Rm 104, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7340
Fax (416)325-7344

The French Language Services coordinator provides guidance and assistance relating to the effective delivery of activities and services in French for the Legislative Assembly.

LEGISLATIVE INFORMATION SYSTEMS

Whitney Block
Rm 2440, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7000
Fax (416)325-3799
www.ontla.on.ca

Legislative Information Systems (LIS), in partnership with our clients, develops strategies for investment in information systems and provides high quality information service and support required by Members and the Office of the Assembly to achieve their business goals. The service is centered at Queen's Park and extends across the province to all constituency offices.

ADMINISTRATIVE SERVICES DIVISION

The Division provides administrative services to Members and staff in the areas of Financial Services, Human Resources and Purchasing Operations.

OFFICE OF THE EXECUTIVE DIRECTOR

Whitney Block
Rm 2503, 99 Wellesley St W
Toronto M7A 1A2
Fax (416)314-5995

The Executive Director is a senior officer of the Office of the Assembly, with responsibility for the overall administration, planning and direction of the Administrative Services Division which includes three branches; Financial Services; Human Resources and Purchasing Operations. The Executive Director oversees the provision of all Members' salaries and expenses and all appropriations to the three party caucuses; administers the preparation, review and implementation of the estimates of the Office of the Assembly; makes policy decisions in the Financial Services, Purchasing Operations and Human Resources areas.

FINANCIAL SERVICES

Whitney Block
Rm 2630, 99 Wellesley St W
Toronto M7A 1A6
General Inquiry (416)325-9489
Fax (416)325-9521

Financial Services Branch provides the Members of the Legislative Assembly and senior management of the Office of the Assembly with financial services including payment processing, accounts receivable invoicing and collections, financial analysis and monthly financial reporting. This office also coordinates the annual estimates process and is responsible for developing, communicating and providing advice on financial policies and practices for the Office of the Assembly.

HUMAN RESOURCES

Whitney Block
Rm 2420, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3540
Fax (416)325-3573
Fax (416)325-1537 (Payroll)

Human Resources offers services to the office of the Assembly staff and Commissions reporting to the Legislature, in the areas of: staffing; learning and development; payroll; staff relations and counselling; policy development and establishment of classification; compensation and benefits for offices of the Assembly. Benefits and payroll administration is also provided for MPPs and their staff, as well as all caucuses.

PURCHASING OPERATIONS

Whitney Block
Suite 2630, 99 Wellesley St W
Toronto M7A 1A6
General Inquiry (416)325-7222
Fax (416)325-7236

Purchasing Operations provides centralized purchasing, contract administration, mail handling, receiving, and asset management activities for the Legislative Assembly. This office also manages the Members' furniture and equipment entitlements for both Queen's Park and constituency offices through a central budget. All telecommunications requirements for both Legislative Precinct offices and constituency offices across Ontario are coordinated through this office.

FOOD SERVICES (SODEXHO MARRIOTT)

Legislative Bldg
Rm B29E, Queen's Park
Toronto M7A 1A2
(416)325-7396 (Catering and Steward Services)
(416)325-7398 (Reservations)

Food Services operates a dining room and cafeteria in the lower level of the **Legislative** Building as well as a Tuck Shop on the main floor of the Whitney Block. Catering services are available upon request.

LEGISLATIVE LIBRARY

Legislative Bldg
Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3900
(416)325-3900 (Research & Reference Inquiries for MPPs and their staff)
www.ontla.on.ca/library/libraryindex.htm
8:30 - 5:00

Legislative **Library** Division provides **research** and information services to Members of Provincial Parliament (MPPs) and staff, officers of the Legislative Assembly, Caucus staff for all parties, and members of the Legislative Press Gallery. A research service is offered exclusively for MPPs. The library's collection includes political science, public administration, social science and legal materials; Canadian, provincial and US government publications; and major daily Ontario newspapers. Information Resources Branch compiles, edits the Ontario Government Publications Monthly Checklist and administers the International Standard Book Number program for Ontario Government publications, works with the National Library assigning International Standard Serial Numbers and provides Cataloguing-in-Publication data for Ontario Government publications.

EXECUTIVE DIRECTOR'S OFFICE

Legislative Bldg North Wing
4th Flr Rm 409, Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3905
Fax (416)325-3909

The Office of the Executive Director, Legislative Library Division, is responsible for the overall direction and administration of the division. The division consists of the Office of the Executive Director, Information Resources Branch, Research and Information Services Branch.

RESEARCH AND INFORMATION SERVICES BRANCH

Legislative Bldg North Wing
3rd Flr, Queen's Park
Toronto M7A 1A9
General Inquiry (416)325-3900
TTY (416)325-3919
Fax (416)325-3925
Fax (416)325-3696
www.ontla.on.ca/library/libraryindex.htm
8:30 - 5:00

Research and Information Services Branch provides confidential, non-partisan research and reference services to MPPs and their staff, Standing and Select Committees, Caucus staff for all parties, and officers of the Legislative Assembly. More limited reference services are also provided to members of the Legislative Press Gallery. Direct service to ministry staff and others is limited to access to those materials not available elsewhere in Toronto. The service publishes research papers, electronic briefing books and other information products geared to the interests of MPPs on the Library's Intranet site.

INFORMATION RESOURCES BRANCH

Whitney Block
Rm 2330, 99 Wellesley St W
Toronto M7A 1A9
(416)325-3901 (Circulation & News Inquiries)
(416)314-8507 (ISBN & CIP Inquiries)
TTY (416)325-3919
Fax (416)325-3925 (Circulation & News Inquiries)
Fax (416)314-8541 (ISBN & CIP Inquiries)

Information Resources Branch provides circulation and news services including a print and electronic clipping service for Members and their staff. Direct service to others is limited to access to those materials not available elsewhere in Toronto. The Collections and Acquisitions unit is responsible for the selection, acquisition and management of the collection to ensure that it meets the immediate and longer-term needs of members. The branch also compiles and edits the Ontario Government Publications Monthly Checklist as well as assigns International Standard Book Numbers (ISBN) and serial numbers, and provides Cataloguing-in-Publication (CIP) for Ontario Government Publications.

LEGISLATIVE SERVICES

Whitney Block
Rm 1405, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3502
Fax (416)325-5848
9:00 - 5:00

The Legislative Services Division oversees the branches which are essential to the House and Committee proceedings. The division is responsible for Hansard Reporting and Interpretation Services, Broadcast and Recording Service, Interparliamentary and Public Relations Branch, Journals and Procedural Research Branch, and Committees Branch.

BROADCAST AND RECORDING SERVICE

Legislative Bldg
Rm 453, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7900
Fax (416)325-7916

The **Broadcast** and Recording Service operates the Ontario **Legislative Television** Satellite Network (ONT.PARL.), the audio recording of House and Committee proceedings for transcription by Hansard, and the "in- house" closed circuit television system. All House proceedings are real-time captioned for the hearing impaired.

MEDIA STUDIO

Legislative Bldg
Rm 149, Queen's Park
Toronto M7A 1A2
General Inquiry (416)327-2819
Fax (416)327-3497

The Media Studio is a fully functional television studio available for use by elected members of the Legislature.

COMMITTEES BRANCH

Whitney Block
Rm 1405, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3500 (Collect Calls Accepted)
TTY (416)325-3538
Fax (416)325-3505

An important feature of the **Legislative Assembly** is the Committee system. Composed of Members drawn from each political party, Committees are created to study specific areas of jurisdiction or appointed on an ad hoc basis to inquire into specific issues. The Committees Branch provides procedural and administrative support to **Standing and Select Committees**, and offers advice and assistance on the drafting of motions relating to Committee business. The branch will answer questions about parliamentary procedure in Committees, matters referred to and being considered in Committees, and dates and times of Committee meetings. Callers will be referred to the offices of Committees for more detailed information on Committee matters.

HANSARD REPORTING AND INTERPRETATION SERVICES

Whitney Block
Rm 3330, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7400
(416)325-7401 (Request for Transcripts)
(416)325-3962 (Interpretation)
(416)325-7410 (Index and Reference)
Fax (416)325-7430
Fax (416)325-3967 (Interpretation)
www.ontla.on.ca

Hansard Reporting and Interpretation Services provides substantially verbatim **transcripts** of the sittings of the **Legislature** of Ontario and its committees, publishes an official report (Hansard) and offers **French** and English interpretation services. Index information on Hansard for the current and past sessions of the Legislature is available. Hansard is distributed to each Member of the Provincial Parliament (MPP), the Legislative Library, public libraries, and the Caucus offices. It can also be obtained by personal shopping at the Publications Ontario Bookstore, 880 Bay St., Toronto, (416-326-5300). Draft and Final Hansards are available electronically within Queen's Park on the Legislative Assembly Intranet. Hansard reports, for both the proceedings in the Ontario Legislature and its committees, are also available on the Internet.

INTERPARLIAMENTARY AND PUBLIC RELATIONS BRANCH

Legislative Bldg
Rm 191, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7500
Fax (416)325-7489
8:30 - 5:00

Interparliamentary and Public Relations Branch provides a wide range of services to the Members of Provincial Parliament, staff of the **Legislative Assembly** and visitors to the Legislative Building. The following provides an overview of services offered by the branch: **Tours** and educational programs (bilingual); public inquiry service and tourist information; Exhibit programs for the Legislative Building; Legislative **gift shop** featuring Ontario products (Visa and Mastercard accepted); Health services; Interparliamentary Relations (coordination of parliamentary associations/visiting delegations); Messenger Service for the Legislative Precinct; Legislative **Page** Program for Grade 7 and 8 **students**; Student Usher Program for university students.

JOURNALS AND PROCEDURAL RESEARCH BRANCH

Whitney Block
Rm 1407, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-7350 (Collect Calls Accepted)
Fax (416)325-3534
www.ontla.on.ca

The Journals and Procedural **Research** Branch coordinates daily publication of the Orders and Notices paper and the Votes and Proceedings. These documents are the official record of the activities of the Legislature. In addition to the Journals, the official permanent record of the Legislative Assembly's proceedings, the branch compiles and distributes a final Status of Business Report for each Session, consisting of information on **legislation**, Estimates, committee orders of reference, petitions, Sessional Papers and resolutions considered by the House. All current Sessional documents tabled in the House are retained in the branch and are available for public inspection. The branch will also answer questions on the status of legislation (**bills**) from current and previous Sessions of the Legislature. The Procedural Research Section provides procedural research and analysis services to the Speaker, the Clerk of the House and MPPs.

SERGEANT-AT-ARMS AND PRECINCT PROPERTIES DIVISION

Legislative Bldg North Wing
Rm 411, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7445
Fax (416)325-7154

The Sergeant-at-Arms and Precinct Properties Division is responsible for security and building management in the Legislative Precinct.

OFFICE OF THE SERGEANT-AT-ARMS

Legislative Bldg North Wing
Rm 411, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7445
(416)325-4934 (Booking Requests)
Fax (416)325-7154
8:30 - 5:00

The Sergeant-at-Arms is responsible for security in the House and the Legislative Precinct. The Office of the Sergeant-at-Arms provides advice and responds to security issues to the Members of Provincial Parliament and the Legislative Assembly. The Sergeant-at-Arms provides ceremonial services on behalf of the Ontario Legislative Assembly.

LEGISLATIVE SECURITY SERVICE

Legislative Bldg
Rm B-7, Queen's Park
Toronto M7A 1A2
(416)325-1114 (Information & General Inquiry)
(416)325-9950 (Information & General Inquiry)
(416)325-1111 (Emergency Calls)
Fax (416)325-9912
24 Hours

The **Legislative Security** Service provides a full range of in-house security services to the Legislative Precinct under the direction of the Sergeant-at-Arms. The Legislative Precinct

represents the Main Legislative Building, its grounds, and the first three floors of the Whitney Block.

SECURITY SYSTEMS

Legislative Bldg North Wing
Rm 414, Queen's Park
Toronto M7A 1A2
General Inquiry (416)325-7992
Fax (416)325-8476
8:30 - 4:30

Security Systems issues photo identification, manages the security cameras, electronic access to the building, locksmithing, and other security sytems issues.

PRECINCT PROPERTIES BRANCH

Whitney Block
Rm 2540, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)325-3585
Fax (416)325-3593
8:30 - 4:30

The Precinct Properties Branch is responsible for building operations and maintenance for the Main Legislative Building, and the first three floors of the Whitney Block. The branch provides general building services which include interior design and repair services. It is also responsible for heritage conservation and a long-term program to upgrade the Legislative Building. Plans include compliance with life and fire safety and accessibility standards.

GOVERNMENT CAUCUS OFFICE

Legislative Bldg
Rm 251, 111 Wellesley St W
Toronto M7A 1A8
General Inquiry (416)325-7272
Fax (416)325-3810

The Progressive Conservative Party (PC) currently forms the Government of Ontario. Each **PC** Member of Provincial Parliament (MPP) is part of the Government **Caucus**. The Caucus deliberates policies and programs which will become part of legislation to be introduced in the Legislature. Specific committees are responsible for certain areas. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. In addition, to his/her Queen's Park office, each Progressive Conservative MPP has a local constituency office to serve the needs of the people that he or she represents.

LIBERAL CAUCUS SERVICE BUREAU

Legislative Bldg East Wing
4th Flr, Queen's Park
Toronto M7A 1A4
General Inquiry (416)325-7200
www.ontarioliberal.com

The Liberal Party (LIB) is currently the Official Opposition to the Ontario Government. Each Member of Provincial Parliament (MPP) belonging to the **LIB** takes part in the LIB **Caucus**. The Caucus has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the

Legislature, and keeps all Members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents.

NEW DEMOCRATIC PARTY CAUCUS SERVICES

Legislative Bldg North Wing
2nd Flr, Queen's Park
Toronto M7A 1A5
General Inquiry (416)325-7116
www.ontariondp.on.ca
8:30 - 5:00

Each Member of Provincial Parliament (MPP) belonging to the New Democratic Party (NDP) is part of the **NDP Caucus**. The Caucus office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Each MPP has a constituency office to serve the needs of the people that he or she represents.

INDEPENDENT MEMBER OF PROVINCIAL PARLIAMENT

Legislative Bldg
Queen's Park
Toronto M7A 1A2

Each Independent Member of Provincial Parliament (MPP) has a constituency office to serve the needs of the people that he or she represents.

ENVIRONMENTAL COMMISSIONER OF ONTARIO

Suite 605, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)325-3377
Toll Free 1-800-701-6454
Fax (416)325-3370
www.eco.on.ca
8:30 - 5:00

The **Environment**al Commissioner of Ontario (ECO), an independent officer of the Legislative Assembly of Ontario, promotes the values, goals and purposes of the Environmental Bill of Rights (EBR) to improve the quality of Ontario's natural environment. The Environmental Commissioner of Ontario monitors and reports on the application of the EBR, provides **public education** to facilitate Ontario residents' participation in environmental decision-making, and reviews government accountability for environmental decision-making.

INFORMATION AND PRIVACY COMMISSIONER/ONTARIO

Suite 1700, 80 Bloor St W
Toronto M5S 2V1
General Inquiry (416)326-3333
TTY (416)325-7539
Toll Free 1-800-387-0073
Fax (416)325-9195
www.ipc.on.ca
8:30 - 5:00

The Information and Privacy Commissioner (IPC) oversees the **Freedom of Information** and Protection of Privacy Act and the **Municipal** Freedom of Information and Protection of Privacy Act. These acts grant individuals the right of access to government-held **records** and the right to protection of personal information held by the government. The office has two prime

responsibilities: ensuring the public's right of access to government-held information; and protecting the individual's right of privacy, as it relates to personal information held by provincial and local government organizations. Anyone not satisfied with a government decision about access to information may ask the IPC to review the government's decision. In addition, the IPC investigates **complaint**s from individuals who feel the government has wrongfully collected, used or disclosed their personal information. The Commissioner reports directly to the Legislative Assembly.

OFFICE OF THE CHIEF ELECTION OFFICER

51 Rolark Dr
Scarborough M1R 3B1
General Inquiry (416)326-6300 (Elections Ontario)
General Inquiry (416)325-9401 (Election Finances)
TTY 1-888-292-2312
Toll Free 1-888-668-8683
Fax (416)326-6200 (Elections Ontario)
Fax (416)325-9466 (Election Finances)
ELECTIONS ONTARIO - www.electionsontario.on.ca
ELECTION FINANCES - www.electionsontario.on.ca/coef
8:30 - 5:00

The Office conducts general **elections** and by-elections of Members to the **Legislative Assembly** under the Ontario Election Act and provides research, public information and policy advice relating to the electoral process. The Office also trains, directs and supervises the returning officer in each of the 103 electoral districts. The Office also administers the Election Finances Act. Over 500 Constituency Associations and 11 registered political parties must file annual returns and inform Elections Ontario of any changes to registration information. Any financial form filed with Elections Ontario is reviewed for compliance with the Election Finances Act. The Office has responsibility to administer referenda under the Taxpayer Protection Act. The Office services ministries, agencies and the public on a continuing basis by conducting historical and comparative research and providing policy advice and general information regarding the electoral process.

OFFICE OF THE INTEGRITY COMMISSIONER

Suite 1803, 415 Yonge St
Toronto M5B 2E7
General Inquiry (416)314-8983
Fax (416)314-8987
integrity.oico.on.ca
8:30 - 5:00

The Integrity Commissioner is responsible for ensuring all Members of the **Legislative** Assembly and Executive Council comply with the Members' Integrity Act, 1994, including responsibility for filing Members' Public Disclosure Statements, which are available to the public through the Clerk of the Legislative Assembly. The Commissioner has the right to conduct an inquiry if there are reasonable and probable grounds to believe that the Act has been contravened, and a copy of the Report is filed with the Speaker. The Commissioner files an Annual Report with the Speaker, and copies are available from Publications Ontario, 880 Bay St., Toronto.

LOBBYISTS REGISTRATION OFFICE

Suite 1803, 415 Yonge St
Toronto M5B 2E7
General Inquiry (416)327-4053
Fax (416)327-4017
lobbyist.oico.on.ca
8:30 - 5:00

Under the Lobbyists **Registration** Act, 1998, the Integrity Commissioner has delegated the responsibilities of the Registrar. The Registrar is responsible for administering the lobbyist registration process, including ensuring paid lobbyists report their lobbying of public office holders by filing a return; providing advice and information about the registration system to lobbyists, public office holders, the public and media; and ensuring public accessibility to the information contained in the lobbyists registry. The Commissioner files an Annual Report with the Speaker, and copies are available from Publications Ontario, 880 Bay St., Toronto.

OFFICE OF THE PROVINCIAL AUDITOR

Suite 1530, 20 Dundas St W
PO Box 105
Toronto M5G 2C2
General Inquiry (416)327-2381
Fax (416)327-9862
www.gov.on.ca/opa

The Office of the Provincial **Audit**or conducts independent audit examinations, reviews, and special assignments that provide assurance, objective information, recommendations or advice to the Assembly, the Standing Committee on Public Accounts or to a Minister of the Crown in right of Ontario. In doing so, the office promotes accountability and value-for-money in government operations.

OMBUDSMAN ONTARIO

125 Queens Park
Toronto M5S 2C7
General Inquiry (416)586-3300 (Access Centre)
TTY 1-866-411-4211
Toll Free 1-800-263-1830
Toll Free French 1-800-387-2620
Fax (416)586-3485
www.ombudsman.on.ca
8:30 - 5:00

The **Ombudsman** investigates and resolves public **complaint**s about decisions or actions made by an Ontario government ministry, board, agency, tribunal or commission. Reporting to the Legislature, the Ombudsman is independent of political ties or governmental influences. The process employed is non-adversarial and attempts to seek out mutually-satisfactory resolutions to problems. The Ombudsman administers the Ombudsman Act and presents an annual report to the Speaker of the Legislative Assembly. All complaint-related inquiries are directed through the Toronto office Access Centre.

REGIONAL OFFICES

LONDON
920 Commissioners Rd E
London N5Z 3J1
TTY (519)668-7182
Toll Free 1-800-263-1830
Fax (519)668-7187

OTTAWA
Suite 110, 261 Montreal Rd
Ottawa K1L 8C7
TTY (613)749-4957
Toll Free 1-800-263-1830
Fax (613)749-6445

SAULT STE MARIE
Unit 2, 111 Great Northern Rd
Sault Ste Marie P6B 4Y9
TTY (705)945-6884
Toll Free 1-800-263-1830
Fax (705)945-6916
9:00 - 5:00

SUDBURY
Suite 108, 66 Elm St
Sudbury P3C 1R8
TTY (705)670-0328
Toll Free 1-800-263-1830
Fax (705)564-3084

THUNDER BAY
Intercity Shopping Ctr
Suite 206, Office Galleria
1000 Fort William Rd
Thunder Bay P7B 6B9
TTY (807)626-8151
Toll Free 1-800-263-1830
Fax (807)624-1467

ACTS

Election Act
Election Finances Act
Legislative Assembly Act
Members' Integrity Act
Ombudsman Act
Policy and Priorities Board of Cabinet Act
Representation Act, 1996

MINISTRY OF AGRICULTURE AND FOOD

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3100
Toll Free 1-888-466-2372
www.gov.on.ca/omafra
8:30 - 5:00

The vision of the Ministry of Agriculture and Food (OMAF) is "Ontario - an innovative world leader in responsible, sustainable and environmentally sound agriculture, food and rural development." The ministry works in partnership with an industry that employs more than 640,000 people and contributes more than $25 billion annually to the provincial economy. The ministry plays a key role in bringing a strong agricultural and rural perspective to provincial policies. OMAF also works with other ministries to resolve local economic issues and assists rural communities in retaining and attracting business. Staff at the ministry's Guelph headquarters and across the province provide a wide range of agri-food and rural economic development programs and services to clients.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Toll Free 1-888-466-2372
Fax (519)826-3262
www.gov.on.ca/omafra
8:30 - 5:00

The Communications Branch supports ministry programs and policies by providing information in English and French to the media and the public through news releases, internet, television, publications and exhibits. The branch recommends communications policies for the ministry, provides communications support to the Minister and Deputy Minister and advises other branches on communications strategies.

CREATIVE SERVICES

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Toll Free 1-888-466-2372
Fax (519)826-3262
www.gov.on.ca/omafra
8:30 - 5:00

The Creative Services unit supports the delivery of ministry information to client groups and the public. The unit provides service through program exhibits, production of corporate and program publications, a weekly television show, and information delivery via the internet and intranet.

BROADCAST SERVICES

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Fax (519)826-3262
www.gov.on.ca/omafra
8:30 - 5:00

Broadcast Services produces a weekly TV program (Town & Country Ontario) about the **agriculture** and food industry and rural communities in Ontario, as well as promotional and extension videos.

EXHIBIT SERVICES

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Fax (519)826-3358
www.gov.on.ca/omafra
8:30 - 5:00

Exhibit Services designs, coordinates and produces exhibits for conferences, trade shows and special events.

STRATEGIC COMMUNICATIONS

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4240
Fax (519)826-3262
www.gov.on.ca/omafra
8:30 - 5:00

Announcements of interest to the ministry and the ministry's client groups or the public are handled by Strategic Communications. The unit monitors current issues and offers advice and assistance in the following areas: news releases; communication plans; media relations; corporate and program publications; advertising coordination and placement; French Language Services; translation services; and copy writing.

LEGAL SERVICES BRANCH

5th Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4251
General Inquiry (519)826-4250
Fax (519)826-3385
8:30 - 5:00

The Legal Services Branch provides general legal services to the ministry, including interpretation of statutes and regulations, drafting legislation, preparation of Orders in Council, drafting agreements and other legal documents, and offering legal opinions on a wide variety of matters. The branch also conducts prosecutions, assists in the conduct of civil litigation, represents the ministry before various tribunals and serves as counsel to a number of ministry boards.

AGRICULTURE AND RURAL DIVISION

3rd Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry 1-877-424-1300
Toll Free 1-877-424-1300 (Agricultural Information Contact Centre)
Toll Free 1-800-461-6132 (Northern Ontario)
Fax (519)826-3259
8:30 - 5:00

The Agriculture and Rural Division is responsible for programs and services to support agricultural research, information technology transfer and rural economic development. Staff work with farmers, growers, producers, rural businesses and municipalities, and other partners in the agriculture and rural sectors to identify needs and opportunities, adopt new technologies and make sound business decisions.

CLIENT SERVICES

3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry 1-877-424-1300
Toll Free 1-888-466-2372
Fax (519)826-3259
8:30 - 5:00

As an integral component of the Agriculture and Rural Division, staff in Client Services coordinate the delivery of leading edge technical information and services to a wide variety of clients and stakeholders across the province. Using an integrated approach, information and services are provided through: Agricultural Information Contact Centre; OMAF website; Resource Centres strategically located across southern Ontario and the Northern Regional Office in Verner; Regional Information Coordinators and Agriculture and Rural Representatives working through partnerships with local stakeholders, agri-business and rural municipalities and businesses; and Government Information Centres located in communities across the province.

REGIONAL OFFICES

Regional offices provide the infrastructure and services needed to support program leads and specialists located across the province. Sixteen regional information coordinators provide on-going communication with local agricultural and rural organizations, municipalities and community leaders, identifying needs of our clients to division and program management, and ensuring that ministry information products, services and resources are available to the community.

CENTRAL REGION

Wellington Pl
Fergus Resource Ctr, RR 1
Fergus N1M 2W3
General Inquiry (519)846-0941
Fax (519)846-8178
8:30 - 5:00

In Central Region, resource centres are located in Fergus, Simcoe and Vineland Station.

FERGUS
Wellington Pl
RR 1
Fergus N1M 2W3
General Inquiry (519)846-0941
Fax (519)846-8178
8:30 - 5:00

SIMCOE
Hwy 3 and Blueline Rd
PO Box 587
Simcoe N3Y 4N5
General Inquiry (519)426-7120
Fax (519)428-1142
8:30 - 5:00

VINELAND STATION
Advisory Services Bldg
4890 Victoria Ave N
PO Box 8000
Vineland Station L0R 2E0
General Inquiry (905)562-4147
Fax (905)562-5933
8:30 - 5:00

EAST REGION

ORC Bldg
PO Box 2004
Kemptville K0G 1J0
General Inquiry (613)258-8295
Fax (613)258-8392
8:30 - 5:00

In the Eastern Region, resource centres are located in Alfred, Brighton, Kemptville and Lindsay.

ALFRED
31 St Paul St
PO Box 430
Alfred K0B 1A0
General Inquiry (613)679-4411
Fax (613)679-0929
8:30 - 4:30

BRIGHTON
95 Dundas St
RR 3
Brighton K0K 1H0
General Inquiry (613)475-1630
Fax (613)475-3835
8:30 - 5:00

KEMPTVILLE
ORC Government Bldg
PO Box 2004
Kemptville K0G 1J0
General Inquiry (613)258-8295
Fax (613)258-8392 (Kemptville)
Fax (613)432-5260 (Renfrew)
8:30 - 5:00

LINDSAY
322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6125
Fax (705)324-1638
8:30 - 4:30

NORTH REGION

Caldwell Township Hall Bldg
Hwy 64
PO Box 521
Verner P0H 2M0
General Inquiry 1-800-461-6132
Fax (705)594-9675
8:30 - 5:00

Agricultural activity occurs in each of the districts in Northern Ontario, consisting of Nipissing, Parry Sound, Muskoka, Manitoulin, Sudbury, Temiskaming, Cochrane, Algoma, Thunder Bay, Rainy River and Kenora. This activity is quite diverse and although dairy and beef predominate, the agricultural community consists also of poultry, market gardening, venison, maple syrup, sod,

potato, greenhouse, goat, sheep, horse, cash crop, strawberry, quail, swine, honey, rabbit, cranberry, elk, bison and fish farming.

GORE BAY
Corner Meredith & Eleanor St
PO Box 328
Gore Bay P0P 1H0
General Inquiry (705)282-2043
Fax (705)282-2792
8:30 - 4:30

NEW LISKEARD
280 Armstrong St
PO Box 4070
New Liskeard P0J 1P0
General Inquiry (705)647-6701
Fax (705)647-7993
8:30 - 4:30

VERNER
Caldwell Township Hall Bldg
Hwy 64
PO Box 521
Verner P0H 2M0
General Inquiry (705)594-2312
Fax (705)594-9675
8:30 - 5:00

SOUTHWEST REGION

London Resource Centre
667 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4070
Fax (519)873-4062
8:30 - 5:00

In the Southwest Region, resource centres are located in Ridgetown, Clinton, London, Woodstock and Stratford.

CLINTON
100 Don St
PO Box 159
Clinton N0M 1L0
General Inquiry (519)482-3428
Fax (519)482-5031
8:30 - 4:30

LONDON
667 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4070
Fax (519)873-4062
8:30 - 5:00

RIDGETOWN
Main St E
PO Box 400
Ridgetown N0P 2C0
General Inquiry (519)674-1690
Fax (519)674-1564
8:30 - 5:00

STRATFORD
581 Huron St
Stratford N5A 5T8
General Inquiry (519)271-0280
Fax (519)273-5278
8:30 - 5:00

WOODSTOCK
Hwy 59 N
PO Box 666
Woodstock N4S 7Z5
General Inquiry (519)537-6621
Fax (519)539-5351
8:30 - 5:00

AGRICULTURAL INFORMATION CONTACT CENTRE

4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4047
Toll Free 1-877-424-1300
Fax (519)826-7610
8:30 - 5:00

Resource agents in the Agricultural Information Contact Centre respond to inquiries from farm, agri-**business** and rural business by providing access to a variety of sources of technical and business information.

Services offered to the Public:
Agricultural Information Contact Centre

CROP TECHNOLOGY

3rd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-877-424-1300
Fax (519)826-3567
8:30 - 5:00

Crop **Technology** manages plant science technology transfer issues, influences policy development and creates technical information for public and private advisory services across the province for use by commercial crop agricultural producers. The team focuses on field and **horticulture crops**, agro**forest**ry, use of **pesticides** and a variety of production practices including integrated pest management. Technology development stresses profitable, market-responsive crop production that promotes responsible production practices. Services provided include provincial extension short courses, field days, brochures, factsheets and technical production packages. Sector problem solving is an added feature. The team provides technical support for pesticide minor use **registration**, on-farm food **safety**, nutrient management, pollination and new crop development.

Services offered to the Public:
Apiary Program
Apiculture Inspection Program/Bee Inspection
Farm Soil Sample Analysis
Fertilizer Requirement Tables
Field Crops/Horticulture Technology/Horticulture Crops/Greenhouse, Agroforestry & Specialty Crops
OMAF Agriphone Numbers
Weed Control Act Program

ECONOMIC DEVELOPMENT

3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry 1-877-424-1300
Fax (519)826-3259
Fax (519)826-3567
8:30 - 5:00

Economic Development provides support for **business** initiatives in both the **agriculture** and rural business sectors, including general extension programs, marketing, business planning, economic analysis, succession planning and project management for businesses. In addition, this area works

with rural communities to increase their capacity to undertake community-based economic development. Key clients include farmers and growers, lenders, accountants, lawyers, rural entrepreneurs, municipalities and economic development officers.

Services offered to the Public:
Net Income Stabilization Account
Northern Ontario Heritage Fund Corporation
Ontario Farm Management Analysis Project
Rural Economic Development

RURAL DEVELOPMENT SECRETARIAT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4790
Toll Free 1-888-588-4111
Fax (519)826-4336
www.gov.on.ca/omafra
8:30 - 5:00

The Rural Development Secretariat administers **economic development** programs which include the Healthy Futures for Ontario Agriculture and the Ontario Small Town and Rural Initiative (OSTAR). Healthy Futures for Ontario Agriculture is designed to promote and enhance responsible production processing and distribution systems in the agri-food industry.

Services offered to the Public:
Healthy Futures for Ontario Agriculture
Ontario Small Town and Rural Initiative (OSTAR)

LIVESTOCK TECHNOLOGY

3rd Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry 1-877-424-1300
Fax (519)826-3567
Fax (519)826-3254
8:30 - 5:00

Livestock Technology is responsible for dealing with program issues relating to livestock management. The technology-focused managers coordinate the delivery of livestock; aquaculture and alternate livestock species, such as deer, emus and wild boars; and **poultry** extension programs across Ontario. The group promotes high quality livestock production through the use of on-farm quality assurance, production systems, genetics, **nutrition** and animal health improvement technology programs. Working with farmers, input suppliers and processing businesses, the technology managers transfer leading edge information to livestock producers to support competitive livestock production in Ontario.

Services offered to the Public:
Animals for Research Act Licensing
Livestock Medicines Act Program
Livestock Programs - Beef, Dairy, Swine, Equine, Sheep, Poultry, Aquaculture and Alternative Species
Ontario Feeder Cattle Loan Guarantee Program
Ontario Livestock Medicines Education Program
Ontario Record of Performance Program for Sheep
Ontario Swine Herd Information Plan
Pounds Act
Veterinary Assistance Program for Northern Ontario Designated Areas
Veterinary Science

RESOURCES MANAGEMENT

3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry 1-877-424-1300
Fax (519)826-3259
8:30 - 5:00

The goal of Resources Management is to support the long-term viability of rural municipalities and the competitiveness of the agricultural industry by promoting the wise use of rural Ontario's **land** and **water** resources. Key program areas include **engineering** and technology, **environmen**tal management, and municipal and planning liaison. Areas of focus include: **agriculture** policies related to land use and the Planning Act - including sitings of **buildings** (MDS1 & MDS2) and other normal farm practices; Best Management Practices and Environmental Farm Planning - including **soils** and water management; utilization of manure, sludge and other nutrients or **waste**s; and agriculture buildings, structures and equipment.

Services offered to the Public:
Agricultural Tile Drainage Installation Act
Drainage Act
Environmental Farm Plan Technical Support
Farm Implement Dealer Registration Certificate
Farm Implement Distributor Registration Certificate
Farm Implements Complaints Handling
Farming and Food Production Protection Act Program

FOOD INDUSTRY DIVISION

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4304
Fax (519)826-4416 (Assistant Deputy Minister's Office)
www.gov.on.ca/omafra/
8:30 - 5:00

The Food Industry Division serves as the "single window" to government for the food industry, including producers, processors, retailers and food service. The division is responsible for ensuring the implementation of long-term food safety, regulatory and inspection strategies. It is responsible for expanding Ontario food and agricultural sales in export and domestic markets, and providing support to the processing industry through client advocacy, joint ventures and investment attraction. The Food Industry Division is comprised of the Food Inspection Branch, the Market Development Branch and the Food Industry Competitiveness Branch.

For information on I&IT Clusters, see introductory page x

FOOD INDUSTRY COMPETITIVENESS BRANCH

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

The Food Industry Competitiveness Branch supports the food industry by providing a wide range of **information service**s and advice to clients. The branch consists of a Client Account Unit and an Investment Development Unit. Services are provided through a system of client account management whereby individual officers have specific sectoral and client assignments. Specialists in finance, infrastructure, training and research support the client account officers for food industry, value added and rural business development.

CLIENT ACCOUNT UNIT

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

The Client Account Unit provides a "one-window" source of information on programs and services available to assist **food** industry clients to retain and expand their **business** in Ontario. It advises food processing companies, grocery retailers and food service businesses on solutions to help them grow their business. The unit maintains sector expertise, undertakes focussed research & analysis of sector challenges & opportunites, facilitates sector-wide approaches to development, provides government with a comprehensive view of the industry, and monitors and addresses impediments to growth.

INVESTMENT DEVELOPMENT UNIT

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4190
Fax (519)826-4333
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

The **Investment** Development Unit supports existing and new value added and food processing client investment needs, while focusing on providing expertise in the areas of research, training, regulations, financing, infrastructure and marketing and servicing new investment to Ontario. The unit also works with site selectors and municipalities in securing appropriate sites in Ontario.

Services offered to the Public:
Open to the World - Video & CD-ROM
Open to the World Investment Factbook

FOOD INSPECTION BRANCH

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

The **Food Inspection** Branch monitors compliance with legislated **standards** for meat and **livestock** products, **dairy**, dairy analogs, **fruit**s and **vegetables**, eggs, by providing inspection services at processing facilities and other points of marketing and distribution to ensure licensed operators and others are meeting their legislated responsibilities. It is responsible for establishing food safety standards and working with other ministries and agencies with food safety mandates to provide a strong seamless food inspection environment in Ontario. The branch collaborates closely with other branches of OMAF, with the Ministry of Health and Long-Term Care (MOHLTC) and with the Canadian Food Inspection Agency (CFIA) to support farm-to-fork safety. The branch also evaluates financial responsibility of applicants and issues **licence**s under the **Beef** Cattle Financial Protection Program.

BEEF CATTLE FINANCIAL PROTECTION PROGRAM

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3886
Fax (519)826-4333
www.gov.on.ca/omafra/english/food/other/
8:30 - 5:00

The **Beef** Cattle **Financial Protection** Program requires beef dealers to be licensed in Ontario in order to purchase beef cattle or carcasses sold on a rail grade basis. The program provides financial protection to the seller, i.e. producers, sales barn operators and county dealers, on the sale of beef.

Services offered to the Public:
Ontario Beef Cattle Financial Protection Program

DAIRY FOOD SAFETY PROGRAM

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

The **Dairy** Food **Safety** Program (DFSP) ensures compliance with regulations and policies governing the production, processing, and distribution of safe, high quality **milk** and milk products manufactured in Ontario. This is accomplished through various government and industry partnership arrangements and a comprehensive regulatory based field to fork approach reflected in its main cornerstones, the Raw Milk Quality Program and the Plant and Distributor Audit/ **Inspection** Program. In support of these, there is a licensing program, **certification** programs for Bulk Tank Milk Graders and Plant Milk and Cream Graders, as well as complete laboratory services for both monitoring and **investigation** of raw milk and finished products.

Services offered to the Public:
Dairy Plant Audit Program, Distributor Inspections, Licensing and Certificates
Raw Milk Quality Program

HORTICULTURE

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

The Horticulture unit is responsible for the development and implementation of **food safety** and quality **standards** and systems for foods of plant origin, which will maintain consumer confidence in the food supply and enhance the competitiveness of the Ontario food sector.

Services offered to the Public:
Edible Oil Products

MEAT INSPECTION OPERATIONS

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

Meat **Inspection** Operations assigns and schedules inspection hours and delivers continuous **meat** inspection services to 215 licenced abattoirs at all times during slaughter operations. Meat inspection services include monitoring plant operational practices, conducting ante- and post-mortem inspections of animals and carcasses, collecting and submitting laboratory samples and reporting plant and inspection statistical data.

MEAT INSPECTION POLICY AND AUDIT SERVICES

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4180
Fax (519)826-4375
www.gov.on.ca/omafra/english/food
8:30 - 5:00

The Meat Inspection Policy and Audit Services unit administers and assists in monitoring compliance with the following Acts: Meat Inspection Act, **Livestock** Community Sales Act, Livestock and Livestock Products Act, **Beef** Cattle Marketing Act, Farm Products Grades and Sales Act and the Dead Animal Disposal Act. This activity contributes to ensuring the **safety** of meat, the health and humane treatment of livestock marketed, the protection of producers' and consumers' interests with respect to the meat industry and proper disposal of deadstock. In addition, **veterinary** inspection services are provided for abattoirs and sales barns.

Services offered to the Public:
Meat Industry Basics (Part 1 and 2) - Video
Meat Technology - Video

SCIENCE AND ADVISORY UNIT

5th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4230
Fax (519)826-4375
8:30 - 5:00

The Science and Advisory Unit provides scientific, information management and compliance support to Food Inspection Branch programs, and advisory services on food safety issues and intervention programs to internal and external clients, such as food industry associations.

MARKET DEVELOPMENT BRANCH

5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
www.gov.on.ca/omafra/english/food/
8:30 - 5:00

The Market Development Branch is responsible for the development and expansion of international markets for Ontario agri-food products and for the Foodland Ontario program which promotes domestic consumption of Ontario grown **fruit**s and **vegetables**. The branch consists of two units, the Domestic Marketing Unit and the Export Marketing Unit.

DOMESTIC MARKETING UNIT

5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
www.foodland.gov.on.ca
8:30 - 5:00

The Domestic Marketing Unit delivers the Foodland Ontario program, a consumer communication and promotion program focused primarily on increasing the sale and consumption of Ontario grown **fruit**s and **vegetables**. The program includes brand services, retail services and client services.

EXPORT MARKETING UNIT

5th Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4210
Fax (519)826-3460
www.gov.on.ca/omafra/english/food/export
8:30 - 5:00

The **Export** Marketing Unit assists Ontario Agri-Food companies to develop export sales in the United States and **internationall**y. This is accomplished through **trade** promotion programs, export missions, incoming trade delegations and the provision of market intelligence to Ontario producers and processors. The unit is made up of Export Marketing Officers with sector responsibilities, who work with exporting companies and assist those wishing to become export ready. Other Export Marketing Officers have responsibilities for geographic areas such as Asia and Europe. A Supervisor of Marketing Communications, Events Coordination and Research, an Export Communications Officer and an Export Marketing Assistant also complement the unit.

Services offered to the Public:
Agri-Food Exporter Newsletter
Canadian Agri-Food Trade Show Brochure
Export Services - Video
Exporting Food to the USA
PROFIT Food Export Seminar
STREET SMART Seminar

POLICY AND FARM FINANCE DIVISION

2nd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4020 (Guelph)
General Inquiry (416)326-3204 (Toronto)
Fax (519)826-3492
8:30 - 5:00

The Policy and Farm Finance Division has full responsibility for the ministry's policy processes, the administration and delivery of farm assistance programs and the management of the ministry's strategic partnership with AGRICORP in the delivery of Crop Insurance and Market Revenue programs. The division provides strategic leadership in the development of the ministry's intergovernmental, trade, legislative and policy agendas; coordinates policy for government and industry clients; and conducts policy and economic analysis and research in support of the ministry's business plan.

FOOD SAFETY POLICY BRANCH

2nd Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4020 (Guelph)
Fax (519)826-3492
8:30 - 5:00

Food Safety Policy Branch oversees the review and development of a field-to-fork, science-based systems approach for food safety in Ontario. This involves working with sister ministries, Ministry of Health and Long-Term Care, Ministry of Natural Resources and public health units, as well as industry and consumers.

POLICY AND PROGRAMS BRANCH

2nd Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (416)326-3209 (Toronto)
General Inquiry (519)826-3764 (Guelph)
Fax (519)826-3492
8:30 - 5:00

The Policy and Programs Branch serves the ministry, government committees and the agricultural industry (marketing boards, companies, administrative bodies, farmers and the public) by assembling and interpreting agricultural economic information. The branch coordinates and analyzes **agriculture** and food policy developments and provides direct support to the minister and deputy minister on policy initiatives.The branch also gathers and publishes a wide range of agricultural **statistics** and monitors economic developments in the industries supplying input to agriculture, industries processing farm **commodities** and the sectors delivering commodities to consumers. The branch administers various provincial assistance programs including the Farmlands Property Class Tax, Rural Summer Jobs Service and Livestock Damage Program.

Services offered to the Public:
Bear Damage to Livestock Compensation Program
Commodity Loan Guarantee Program
Farm Plus Plan (Rural Loan Pool)
Livestock Poultry and Honey Bee Protection Act -Part II - Damage to Honey Bee Colonies by Bears Compensation Program
Livestock, Poultry and Honey Bee Protection Act - Part I: Wolf/Coyote Predation Program
Rabies Indemnification Program
Rural Summer Jobs Service Program

ONTARIO FARM INCOME DISASTER PROGRAM (OFIDP)

4th Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-877-838-5144
Fax (519)826-4334
www.gov.on.ca/omaf/english/policy/ofidp
7:30 - 5:00

The Ontario Farm Income **Disaster** Program (OFIDP) is a three-year federal-provincial initiative which is administered by the province for Ontario farmers in conjunction with the Canadian Farm Income Program. It is a whole farm program available to any farmer whose gross margin in the claim year falls below 70% of either their previous 3-year average or olympic 5-year average (dropping highest and lowest years), for reasons beyond their control such as declining prices, yield losses and increased expenses. The program is cost-shared on 60:40 per cent basis by the federal and provincial governments. As of May 27, 2002 OFIDP and its predecessor, the Ontario Whole Farm Relief Program, have provided over $295 million in income assistance to about 21,000 eligible applicants. Program payment cheques are authorized by OFIDP but issued by AGRICORP, an agency that delivers safety net programs to Ontario farmers on behalf of the provincial government.

Services offered to the Public:
Ontario Farm Income Disaster Program (OFIDP)

POLICY ANALYSIS UNIT

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3764
Fax (519)826-3492
8:30 - 5:00

The Policy Analysis Unit deals with a wide range of issues, such as life science, **trade** policy, climate change, and federal-provincial relations. In addition, some unit staff are responsible for dealing with policy issues related to a specific sector of the agri-food industry such as grape and **wine** issues.

PROGRAM POLICY

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3764
Toll Free French 1-800-333-9723
Fax (519)826-3170
8:30 - 5:00

The Program Policy unit is responsible for providing policy development and program delivery services for a number of programs that provide support to Ontario farmers. Specifically, the unit provides policy analysis and support for programs such as Crop Insurance, Net Income Stabilization Accounts, Market Revenue Insurance, Self-Directed Risk Management, Plum Pox Eradication and Farm **Business** Registration. The unit also deals with policy analysis and program delivery related to programs such as Farmlands Property Tax Class, Rural Summer **Jobs** Services, **Livestock Damage** Programs and a number of farm **loan** programs. As well, the unit is responsible for managing the ministry's relationship with AGRICORP, its key program delivery partner.

Services offered to the Public:
Farmlands Property Class Tax Program

FARMLANDS PROPERTY CLASS TAX PROGRAMS

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-800-469-2285
Toll Free French 1-800-333-9723
8:30 - 5:00

Under provincial **property tax** reform, farm properties satisfying the eligibility requirements are identified in the Farmlands Property Class Tax Programs and taxed at 25% of the municipal residential farm tax rate.

RESEARCH AND CORPORATE SERVICES DIVISION

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-3390
8:30 - 5:00

The Research and Corporate Services Division provides a number of administrative support services to ministry branches. The division provides financial and human resources advice and expertise to ministry staff; develops functional administrative and human resources policies and procedures in conjunction with each ministry branch, and helps to introduce policies and ensure they are being followed; provides financial planning and audit services; administers information technology; provides accommodation and central administrative services and maintains contacts with central government agencies. The division also coordinates policy in the areas of agriculture and food research, education and laboratory services. The division administers the Enhanced Partnership Agreement between OMAF and the University of Guelph and provides administrative support to the Agricultural Research Institute of Ontario.

FINANCIAL MANAGEMENT BRANCH

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4150
Fax (519)826-3264
8:30 - 5:00

The Financial Management Branch is responsible for financial planning, controllership and quality assurance functions. The branch provides financial and management support at the corporate level for business planning and estimates preparation; preparation and management of budget requests; financial management and accountability processes; liaison with Management Board of Cabinet and other ministries on financial and administrative matters; the preparation of monthly and ad hoc financial reports, analysis of expenditures, monitoring of budgets, preparation of in-year budget adjustments and control of ministry appropriations; and financial processing support, reconciliation, controllership aid, quality assurance, financial training, and policy coordination.

HUMAN RESOURCES BRANCH

2nd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4140
Fax (519)826-3160
8:30 - 5:00

The Human Resources Branch is responsible for providing strategic and operational advice and innovative recommendations to senior and line management in support of sound human resources management practices within the ministry. The branch serves as the primary liaison with specialists at: Management Board Secretariat, Centre For Leadership, Shared Services Bureau, and with external resources. The branch staff actively participate in cooperative initiatives and projects and foster a positive staff relations environment by building and maintaining effective working relationships with bargaining agent representatives.

INFORMATION TECHNOLOGY MANAGEMENT BRANCH

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4200
Fax (519)826-3447
8:30 - 5:00

The Information Technology Management Branch, as part of the Land and Resources Information and Information Technology Cluster, provides services for Business Solutions, Helpdesk and Desktop Support and Data Centre Operations to all core business areas of the ministry. In concert with corporate and cluster organizations, the branch manages the definition and changes to the Applications and Technology Architectures that support ministry business applications. Finally, the branch provides consulting and project management services for the implementation of new business applications.

INNOVATION AND RISK MANAGEMENT BRANCH

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4554
Fax (519)826-4211
8:30 - 5:00

The Innovation and Risk Management Branch coordinates policy in the areas of **agriculture** and food **research**, education and **laboratory** services. The branch administers the OMAF Partnership

Agreement with the University of Guelph that includes provision for agri-food research, education and laboratory programs and the operation of field research stations. It provides administrative support to the Agricultural Research Institute of Ontario. The branch provides support to the ministry in methods of epidemiology and risk assessment. It also coordinates agri-food emergency preparedness and response.

EMERGENCY SITUATION RESPONSE TEAM

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4175
(519)763-6778 (After Hours)
Fax (519)767-6300
24 Hours

The **Emergency** Situation Response Team coordinates the ministry's emergency response for **food safety** and **agriculture** issues on a 24 hour basis.

Services offered to the Public:
Emergency Response

INNOVATION UNIT

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4554
Fax (519)826-4211
8:30 - 5:00

The Innovation Unit administers the ministry's research programs including the OMAF research performed at the University of Guelph, and competitive research programs.

RISK MANAGEMENT UNIT

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4554
Fax (519)826-4211
8:30 - 5:00

The Risk Management Unit in partnership with other sections of the ministry and the University of Guelph, contributes to the managing of risks to the public by: providing guidance and support to other sections of the ministry on methods of epidemiology and risk assessment; administering the Food Safety Research Program; coordinating agri-food emergency preparedness and response; and managing the food safety and animal health laboratory components of the partnership between the ministry and the University of Guelph.

INTERNAL AUDIT SERVICES

2nd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3778
Fax (519)826-3776
www.gov.on.ca/omafra
8:30 - 5:00

Internal Audit Services are provided through Internal Audit Division of Management Board Secretariat to provide independent assurance, investigation, consulting and risk assessment services

to improve risk management processes and the integrity, efficiency, effectiveness and economy of government programs and operations.

SERVICE MANAGEMENT BRANCH

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00

The Service Management Branch is responsible for managing the ministry's service agreements, facilities management, telecommunications, and administration of the Freedom of Information and Protection of Privacy Act. The branch also coordinates administrative corporate projects including process redesign, agreements for shared services, corporate quality standards and overall business improvements for the ministry.

CORPORATE PROJECTS AND FREEDOM OF INFORMATION

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Toll Free 1-888-466-2372
Fax (519)826-4543
8:30 - 5:00

The Corporate Projects and Freedom of Information unit administers the Freedom of Information and Protection of Privacy Act for the Ministry of Agriculture and Food and its affiliated agencies. This unit helps members of the public make requests for information and answers inquiries about privacy matters. The unit also coordinates quality service initiatives, manages service agreements with the Shared Services Bureau and coordinates ministry participation in other corporate projects, such as INFO-GO.

Services offered to the Public:
Freedom of Information and Protection of Privacy

FACILITIES MANAGEMENT SERVICES

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00

Facilities Management Services provides accommodation and fleet management for the ministry. It carries out the planning of the accommodation needs of the program areas. Through contractors and Ontario Realty Corporation, Facilities Management Services is responsible for space, property and lease management, as well as security, staff relocations, fleet and asset management for the ministry.

TELECOMMUNICATIONS AND IT SERVICES MANAGEMENT

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4551
Fax (519)826-4543
8:30 - 5:00

The Telecommunications and IT Services Management unit is responsible for the coordination of ministry telephone and telecommunications systems. The unit manages contracts and service agreements with service providers, and ensures the development of policies and processes for the effective delivery of telecommunication services to ministry staff. The unit serves as the liaison between the IT Cluster and the ministry business areas, to ensure cost-effective delivery of information technology related services.

AGENCIES, BOARDS AND COMMISSIONS

AGRICORP

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2

Mailing Address:
PO Box 3660 Stn Central
Guelph N1H 8M4

Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00

AGRICORP, a crown corporation launched in 1997, provides innovative agricultural **insurance** and customized consulting services designed to strengthen Ontario's **agriculture** and food industry. Its mandate is to provide value-added business services to the industry in a responsive, cost-effective manner.

Services offered to the Public:
AGRICORP Board

AGRICORP BUSINESS SERVICES DIVISION

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
www.agricorp.com/services.asp
8:00 - 5:00

AGRICORP Business Services Division provides innovative business solutions for Ontario's agriculture and food industry. The division capitalizes on the existing infrastructure of AGRICORP to provide quality, cost-effective services to customers. With expertise in program design and delivery, regulatory understanding quality systems and inspection services provide a base of knowledge. AGRICORP Business Services currently delivers the Grain Licensing Program under contract to the Ontario Ministry of Agriculture and Food; the Credit Analysis Program of provincial **dairy** processors for the Dairy Farmers of Ontario; the Farm Business Registration Program under contract with the Ministry for farm businesses declaring gross farm income of $7,000 or more that are required to register annually under the Farm Registration and Farm Organizations Funding Act, 1993.

AGRI-FOOD SERVICES, LEAMINGTON

Suite 201, 75 Erie St S
Leamington N8H 3B2
General Inquiry (519)324-0870
Toll Free 1-888-247-4999
Fax (519)324-0874
www.agricorp.com
8:30 - 5:00

Agri-food Services provides quality consulting services to the **food** processing industry, marketing boards and agencies with respect to compliance with a variety of industry **standards** on food grades, processes and regulatory compliance. Services to the food processing industry include: sampling and analysis of flue-cured **tobacco**; collection of harvested wheat samples for the Ontario Wheat Board Survey; and, third-party sampling of **grain**, assisting in sampling and weighing of grain at export ports and wheat head/soil sampling and analysis for the Canadian Grain Commission. In consultation with clients, AGRICORP has been able to reduce the costs of delivering these services through innovative solutions, such as using Global Positioning Systems (GPS) for acreage measurement and introducing more efficient processes. Through this office the division also provides **inspection** services for the Flue-Cured Tobacco Marketing Board.

FARM BUSINESS REGISTRATION

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-866-327-3678
Fax (519)826-4118
8:00 - 5:00

As the program delivery agent, AGRICORP, acting on behalf of the Ontario Ministry of Agriculture and Food, administers all program applications, including issuing and validating Farm Business **Registration** to eligible applicants as required under the Farm Registration and Farm Organizations Funding Act, 1993.

Services offered to the Public:
Farm Business Registration

FINANCIAL AND PROTECTION SERVICES

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-3367
www.agricorp.com
8:00 - 5:00

The Financial and Protection Services unit administers the **Grain** Financial Protection Program, including the **licensing** and **inspection** of grain elevators and grain dealers and provides administrative support to the Grain Financial Protection Board. The unit administers the **Dairy** Farmers of Ontario Credit program, including third party analysis of Ontario dairy processors on behalf of the Dairy Farmers of Ontario.

Services offered to the Public:
Dairy Farmers of Ontario (DFO) Credit Program
Grain Dealer Licensing and Financial Protection Program
Grain Elevator Operator Licensing & Financial Protection Program
Grain Financial Protection Board

FINANCE DEPARTMENT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00

The Finance Department is responsible for the corporation's banking, accounts receivable/payable, financial reporting and investment management.

Services offered to the Public:
Annual Report

INFORMATION TECHNOLOGY

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00

The mandate of Information Technology is to support AGRICORP business processes through the appropriate and effective use of technology. Responsibilities include the development and maintenance of all application systems, associated hardware, network and database infrastructures as well as all desktop productivity and decision support tools.

BUSINESS APPLICATIONS SUPPORT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00

The Business Applications Support unit is responsible for the corporation's application support and mainframe application development.

BUSINESS SOLUTIONS GROUP

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00

The Business Solutions Group is responsible for the corporation's client service application development.

QUALITY ASSURANCE AND STANDARDS

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00

The Quality Assurance and Standards group is responsible for the corporation's user acceptance testing, quality control and information technology standards.

TECHNICAL SERVICES GROUP

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00

The Technical Services Group is responsible for the corporation's hardware, software, mainframe, client server, network and mainframe operations.

MARKETING AND SALES DIVISION

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
www.agricorp.com/crop.asp
8:00 - 5:00

AGRICORP's Marketing and Sales Division promotes the Crop Insurance and Market Revenue programs and other business initiatives; designs and markets innovative risk management products to Ontario farmers.

Services offered to the Public:
Crop Insurance Program
Market Revenue Insurance (Agriculture)

COMMUNICATIONS AND PUBLIC RELATIONS

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry 1-888-247-4999
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00

AGRICORP uses a multi-strategy approach to marketing communications and public relations in the agri-food industry. Communications and Public Relations strategies and tactics have contributed to the success of crop insurance, farm business registration and many other AGRICORP business initiatives. Tactics include: public relations and stakeholder relationship development; marketing and communications needs assessment, project plan development, campaign implementation and evaluation; multi-media message delivery (including print, radio and TV); targeted direct mail campaigns; event and tradeshow planning and participation; point of sales promotion; customer survey development and delivery (in-house and third-party); and web-based communications.

RESEARCH AND DEVELOPMENT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry 1-888-247-4999
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00

Research and Development provides product innovation support, enhancements and maintenance for existing AGRICORP programs, and input and analysis for new initiatives based on strategic objectives of AGRICORP.

SALES DEPARTMENT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00

The Sales Department is AGRICORP's link to the farm gate, communicating the benefits of Crop **Insurance** to new and existing customers. Territory Sales managers underwrite new customers with an initial average farm yield, which is the basis of Crop Insurance coverage and market revenue programs. Sales focuses on building relationships with centres of influence (e.g. elevators and financial institutions) in order to better communicate the values of AGRICORP's risk management programs to Ontario farmers.

PROGRAM DELIVERY AND OPERATIONS DIVISION

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00

The Program Delivery and Operations Division is responsible for the delivery and effective administration of several programs including Crop Insurance and Market Revenue.

ADMINISTRATIVE SERVICES

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry 1-888-247-4999
Fax (519)826-4118
www.agricorp.com
8:00 - 5:00

Administrative Services provides administrative services to the organization and the Board of Directors and its committees. The unit also manages Freedom of Information requests and coordinates customer disputes for the programs delivered by AGRICORP, such as Crop Insurance and Market Revenue.

CLAIMS DEPARTMENT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-7407
8:00 - 5:00

The **Claims** Department provides claim approval and field investigative services through a province-wide staff of 60 adjusters. Its mandate is to pay claims as efficiently as possible while maintaining full program integrity.

CUSTOMER ACTION CENTRE

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999 (Call Centre)
Fax (519)826-4118
www.agricorp.com
7:00 - 5:00

AGRICORP's Customer Action Centre answers customer questions and enquiries, on line, about all aspects of the Market Revenue, Crop **Insurance** and Farm Business **Registration** programs.

PRODUCT DELIVERY DEPARTMENT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-888-247-4999
Fax (519)826-4118
8:00 - 5:00

The Product Delivery Department provides extensive knowledge and expertise of all program deliverables ensuring accuracy in insurance establishment, premium calculations and claim payments.

AGRICULTURAL RESEARCH INSTITUTE OF ONTARIO

2nd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4199
Fax (519)826-4211
8:30 - 5:00

The Agricultural **Research** Institute of Ontario (ARIO) is an agency of the Ministry of **Agriculture** and Food. It reports directly to the Minister and is made up of up to 15 members recognized as leaders in the agri-food industry. The role of ARIO is to enquire into programs of research with respect to agriculture, **veterinary** medicine and consumer studies; select and recommend areas of research for the betterment of agriculture, veterinary medicine and consumer studies; and stimulate interest in research as a means of developing a high degree of efficiency in the production and marketing of agricultural products in Ontario. Administrative support is provided by staff of the Innovation and Risk Management Branch, reporting to the Assistant Deputy Minister, Research and Corporate Services Division.

AGRICULTURE, FOOD AND RURAL AFFAIRS APPEAL TRIBUNAL

1st Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232
www.gov.on.ca/omaf/english/tribunal/
8:30 - 5:00

The **Agriculture**, Food and Rural Affairs **Appeal** Tribunal (AFRAAT) deals with appeals heard under a variety of agriculture-related legislation. It serves as an independent, accessible appeal mechanism for disputes under the Farm Products Marketing Act and the **Milk** Act. It deals with matters related to the financial and technical aspects of projects initiated under the **Drainage** Act. It accredits general farm organizations and hears appeals on religious exemptions under the Farm **Registration** and Farm Organizations Funding Act. The Tribunal also resolves disputes over adjustments of loss on crop **insurance** contracts and disputes regarding the sale, repair and **safety** of farm **machinery**. It is also a **Licence** Review Board for Acts administered by OMAF. It hears matters related to the conduct of members of commodity boards.

Services offered to the Public:
Appeal Process

BOARD OF NEGOTIATION

1st Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3433
Fax (519)826-4232
www.gov.on.ca/omafra/english/tribunal/
8:30 - 5:00

The Board of Negotiation negotiates **claims** concerning **contaminant damage** to **property**. Under the **Environment**al Protection Act (EPA), an **investigation** may determine that the damage or injury to vegetation or **livestock** is caused by a contaminant and that the injury will result in economic loss. If this is the case and the parties involved are unable to come to an agreement on damages, the Board of Negotiation can be called upon to help negotiate a settlement. The board meets with both parties in an informal manner and proceeds to negotiate a settlement of the claim. The procedure is without prejudice to any subsequent legal proceedings.

COUNCIL OF COLLEGE OF VETERINARIANS OF ONTARIO

3rd Flr SE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4110
Fax (519)826-3254
8:30 - 5:00

The Council of College of **Veterinarians** of Ontario acts as the governing body for the College of Veterinarians of Ontario. The principle objective of the college is to regulate the practice of **veterinary medicine** and to govern its members.

GRAIN FINANCIAL PROTECTION BOARD

3rd Flr NW, 1 Stone Rd W
PO Box 3660 Stn Central
Guelph N1H 8M4
General Inquiry (519)826-3570
8:30 - 5:00

The **Grain Financial Protection** Board collects fees, administers the fund and approves **claims** made against the fund set up under the Grain Financial Protection Program (Farm Products Payments Act, R.S.O. 1990; O. Reg. 651/94) to protect producers in the event a licensed dealer defaults on payment or a licensed grain elevator operator defaults on storage.

LIVESTOCK FINANCIAL PROTECTION BOARD

5th Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3886
Fax (519)826-4333
8:30 - 5:00

The **Livestock Financial Protection** Board collects fees, administers the fund and approves **claims** made against the fund set up under the Livestock Financial Protection Program (Farm Products Payments Act, R.S.O. 1990; O. Reg. 560/93) to protect producers in the event a licensed dealer defaults on payment.

LIVESTOCK MEDICINES ADVISORY COMMITTEE

3rd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4110
Fax (519)826-3254

The **Livestock Medicine**s Advisory Committee reviews all legislation and regulations pertaining to livestock medicines. The committee makes recommendations to the Minister on the sale, control, regulation and description of livestock medicines, as well as proper maintenance, handling and storage **standards**.

NORMAL FARM PRACTICES PROTECTION BOARD

3rd Flr NE, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3549
8:00 - 5:00

The Farming and Food Production Protection Act provides for the protection of agricultural operations in agricultural areas. The operations are protected from nuisance **complaint**s of odour, dust, flies, light, smoke, **noise** and vibration that may arise from conducting a "normal farm practice". In addition, the Act provides protection from municipal by-laws that restrict a normal farm practice. The Act establishes the Normal Farm Practices Protection Board as a mechanism to hear complaints and define "normal farm practices."

Services offered to the Public:
Normal Farm Practices Protection Board

ONTARIO FARM PRODUCTS MARKETING COMMISSION

5th Flr SW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4220
Fax (519)826-3400
8:30 - 5:00

The Ontario Farm Products Marketing Commission administers the Farm Products Marketing Act and the **Milk** Act. Responsibilities include supervising the marketing boards established under the two Acts. The Farm Products Marketing Act provides for commodity regulation under 20 marketing plans; each plan is administered by a producer marketing board. Some regulations under the Act also require the **licensing** of processors of regulated **commodities** by the commission (e.g. **vegetables**, grapes, tender **fruit**, potatoes, apples, asparagus and seed corn dealers). The Milk Act provides authority to the **Dairy** Farmers of Ontario.

Services offered to the Public:
Apple Processor Licence
Asparagus Processor Licence
Grape Processor Licence
Potato Processor Licence
Seed Corn Grower or Dealer Licence
Tender Fruit Processor Licence
Vegetable Processor Licence

ONTARIO FOOD TERMINAL BOARD

165 The Queensway
Toronto M8Y 1H8
General Inquiry (416)259-5479
Fax (416)259-4303
www.oftb.com
8:30 - 4:00

The Ontario **Food** Terminal Board plays a major role in the orderly marketing of **fruit**s and **vegetables** in Ontario by providing a central marketplace for Ontario growers and produce wholesalers to sell their produce directly to the wholesale and retail trade. It operates the Ontario Food Terminal which is a wholesale fresh fruit and produce market with cold storage facilities. The Board acts as a landlord and leases land, warehouse units, offices and other facilities to farmers, wholesalers and allied services. As well, it operates a cold storage facility for use by the wholesale tenants and farmers.

ACTS

AgriCorp Act
Agricultural Rehabilitation and Development Act (Ontario) ARDA
Agricultural Research Institute of Ontario Act
Agricultural Tile Drainage Installation Act
Agricultural and Horticultural Organizations Act
Animals for Research Act
Beef Cattle Marketing Act
Bees Act
Commodity Board Members Act
Commodity Boards and Marketing Agencies Act
Crop Insurance (Ontario) 1996
Dead Animal Disposal Act
Drainage Act

Edible Oil Products Act
Farm Implements Act
Farm Products Containers Act
Farm Products Grades and Sales Act
Farm Products Marketing Act
Farm Products Payments Act
Farm Registration and Farm Organizations Funding Act
Farming and Food Production Protection Act
Food Safety and Quality Act
Grain Corn Marketing Act
Grains Act
Livestock Community Sales Act
Livestock Identification Act
Livestock Medicines Act
Livestock and Livestock Products Act
Livestock, Poultry and Honey Bee Protection Act
Meat Inspection Act (Ontario)
Milk Act
Ministry of Agriculture, Food and Rural Affairs Act
Nutrient Management Act, 2002
Ontario Agricultural Museum Act
Ontario Food Terminal Act
Plant Diseases Act
Pounds Act
Tile Drainage Act
Topsoil Preservation Act
Veterinarians Act
Weed Control Act

MINISTRY OF THE ATTORNEY GENERAL

720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2220
TTY (416)326-4012
Fax (416)326-4007
www.attorneygeneral.jus.gov.on.ca
8:30 - 5:00

The Ministry of the Attorney General delivers justice services to Ontarians by: providing effective prosecution services that support community safety and public order; providing criminal, civil and family justice services that are fair, timely and accessible; supporting fair, affordable systems for resolving disputes; supporting victims of crime by strengthening their rights in the justice system; supporting vulnerable people in making property and personal care decisions that promote their dignity and autonomy; and by providing expert legal advice to government.

DEPUTY ATTORNEY GENERAL

ASSESSMENT REVIEW BOARD

29th Flr, 250 Yonge St
Toronto M5B 2L7
General Inquiry (416)314-6900
Toll Free 1-800-263-3237
Fax (416)314-3717
Toll Free Fax 1-877-849-2066
www.arb.gov.on.ca
8:00 - 5:00

The **Assessment** Review Board is an independent administrative tribunal which draws its jurisdiction from the Assessment Act and the **Municipal** Act. The Board hears and determines **complaint**s against realty assessment forming the basis of municipal **taxation**, complaints with respect to direction of school support for **school board** taxation, and applications and **appeal**s respecting municipal taxation.

Services offered to the Public:
Assessment Review

COMMUNICATIONS BRANCH

11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2220
(416)326-2200 (Branch Reception)
TTY (416)326-4012
Fax (416)326-4007
www.attorneygeneral.jus.gov.on.ca
8:30 - 5:00

The Communications Branch provides strategic communications advice and leadership to support the Minister and government to achieve its justice agenda. The branch works in partnership with the Minister's Office, ministry program and policy areas, the Ministry of Public Safety and Security to deliver its services.

ONTARIO MUNICIPAL BOARD AND BOARD OF NEGOTIATION

15th Flr, 655 Bay St
Toronto M5G 1E5
General Inquiry (416)326-6800
Fax (416)326-5370
www.omb.gov.on.ca
8:30 - 4:30

The Ontario Municipal Board (OMB) is an independent, quasi-judicial administrative tribunal. Its principal responsibility is to hold public **hearings** or otherwise resolve **appeal**s from decisions made by Ontario municipalities and other decision-makers, and to make a final decision on the matter. Most applications and appeals to the Board involve disputes over **land use planning**, but a significant number also deal with **land compensation**, development charges, ward boundaries and **aggregate** resources. The Board is affected by approximately 100 public statutes and more than 80 private statutes, including the Planning Act, the **Expropriation**s Act and the Local Improvement Act. The Board of Negotiation acts as a mediator in negotiating a settlement when **real property** is expropriated and no agreement is reached on compensation. The property owner or the expropriating authority can request the services of the Board.

Services offered to the Public:
Ontario Municipal Board
Ontario Municipal Board Information Office

ADMINISTRATION

15th Flr, 655 Bay St
Toronto M5G 1E5
(416)326-6800 (Information Office)
Fax (416)326-5370
www.omb.gov.on.ca
8:30 - 5:00

The Administration unit of the Ontario **Municipal** Board and Board of Negotiation undertakes case management of all files that are submitted. The Board's Planners contact all parties involved in a matter before the Board in order to identify the issues, narrow their scope and move the case forward to resolution. The Board's Information Office provides information to the public in English and French on matters before the Ontario Municipal Board such as: date and location of scheduled **hearings**, how **appeal**s are launched, and procedure at hearings. On request, the Board provides summons to witness forms (subpoenas) and **certification** of Board **documents**. Clients can request to view an OMB file(s). Photocopies are available at a nominal charge.

Services offered to the Public:
Ontario Municipal Board
Ontario Municipal Board Information Office

POLICY BRANCH

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-2699
8:30 - 5:00

The Policy Branch provides justice policy and corporate policy support services to the ministry. It develops policy initiatives and provides support and expertise to other divisions within the

ministry. It serves as the main liaison with Cabinet Office and also oversees the Freedom of Information and Protection of Privacy Office and the Office of the Coordinator of French Language Services. The branch is responsible for the drafting of legislation and regulations, and provides advice and support through the legislative process, policy research and analysis. It also takes the lead in the identification of policy issues and options, drafting of policy submissions for Cabinet, advice on the Cabinet process, coordination of policy issues relating to four self-governing professions; and provision of executive leadership for key ministry projects. It manages Federal/Provincial/Territorial meetings and provides strategic advice and support to the Deputy and Minister at meetings.

ABORIGINAL ISSUES UNIT

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-2699
8:30 - 5:00

The **Aboriginal** Issues Unit supports the Ministry of the Attorney General's work in the area of Aboriginal justice. Staff manage the ministry's funded Aboriginal justice programs and provide legal and policy advice on Aboriginal justice issues.

CORPORATE SERVICES MANAGEMENT DIVISION

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-4441
8:45 - 5:00

The division provides strategic support and advice to the Ministry in the areas of business and financial planning, human resources, facilities and accommodation, quality services, knowledge management, electronic service delivery, Freedom of Information and Privacy, and French language services. This program is also responsible for research and analysis, management information and co-ordination of key senior management committees and sub-committees.

The division is comprised of 3 branches and a Quality Service Project, which are described below. In addition, Audit Services reports jointly to the Corporate Services Management Division and the central Shared Services Bureau.

BUSINESS AND FISCAL PLANNING BRANCH

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)326-4019
8:30 - 5:00

The Business and Fiscal Planning Branch provides a liaison with Central Agencies on business planning, financial management, program evaluation and performance; develops and maintains ministry fiscal plan and fiscal management framework; leads the development, implementation and support of the modern controllership function with respect to financial policy and management functions; provides corporate financial policy and control services, advice regarding best practices and analytical expertise; provides leadership in managing service levels and relationships between the ministry and Shared Services Bureau; and leads in implementing the Corporate Financial Information System (IFIS); provides Business planning coordination and support, including the development and monitoring of the ministry's business plan and its implementation through divisional operational plans; plans, designs and executes program evaluations, empirical research

studies, and statistical analyses; assists with performance measures, developing statistical models and risk assessments

FREEDOM OF INFORMATION AND PRIVACY - ATTORNEY GENERAL

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4300
Fax (416)326-4307
8:30 - 5:00

The Freedom of Information and Protection of Privacy Office coordinates the administration of the Freedom of Information and Protection of Privacy Act (the Act) for the Ministries of the Attorney General and Public Safety and Security. It coordinates and responds to access requests from the public; liaises with the Office of the Information and Privacy Commission on appeals and mediation processes; investigates privacy complaints; prepares statistical reports; delivers training; provides advice on access and privacy issues including privacy impact assessments and ensures adherence to the privacy provisions and other legislative requirements of the Act

FREEDOM OF INFORMATION AND PRIVACY -
PUBLIC SAFETY AND SECURITY
200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3080
Fax (705)494-3081
8:30 - 5:00

FRENCH LANGUAGE SERVICES

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4054
Fax (416)326-4782
8:30 - 5:00

The Office of French Language Services, provides advice to staff of the Ministries of the Attorney General and Public Safety and Security on the delivery of service in French within their program areas. This office, is responsible for the investigation of complaints pertaining to the availability and quality of French language services; monitoring of designated positions which must be reported yearly to Cabinet; manages the translation centre for the two justice ministries; liaison with the Office of Francophone Affairs; coordinates French language training and evaluation services; coordinates outreach activities and manages stakeholder relations with the Francophone community.

HUMAN RESOURCES BRANCH

3rd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4490
TTY (416)326-4011
Fax (416)326-2298
8:30 - 4:45

The Human Resources Branch provides strategic services and advice on all workforce matters in support of government policy direction and ministry business plans. The branch provides consulting services and support to managers in recruitment, employment transition and compensation, labour relations, grievance management and conflict resolution, return-to-work employment

accommodations and health and safety. The branch provides learning and development strategies, workforce and succession planning, performance management, competency modeling, organizational design, change management, as well as a range of other services. It maintains an Intranet site (Work Smart) that offers timely, accessible HR guides and advice to ministry managers and staff.

Services offered to the Public:
Blind Persons' Rights Act

INTERNAL AUDIT SERVICES

Lincoln M Alexander Bldg
2nd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6741
Fax (705)329-6762

The Audit Services Branch, Justice Cluster, Internal Audit Division, MBS, provides risk and business consulting, and independent and objective assurance to assist the Justice Ministries in meeting their business objectives.
The Audit Director reports to each of the three Justice Sector Deputy Ministers for audit purposes, the respective Chief Administrative Officers for administrative purposes and to the Chief Internal Auditor, MBS, for professional standards.

JUSTICE SECTOR FACILITIES BRANCH

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-6757
Fax (416)326-4029
8:30 - 5:00

The Justice Sector Facilities Branch provides strategic planning and operational advice for the Ministries of the Attorney General and Public Safety and Security. The initiatives for fiscal year 2000-01 included the development of accommodation strategic plans to support the wide range of business planning directions and decision-making activities for the three ministries (Ministry of the Attorney General and the previously split Ministries of the Solicitor General and Correctional Services). The branch provides services to the Sector, such as: managing the administration and payment for all space occupied both in Government-owned and 3rd party leases, coordinating with ORC and its service providers to deliver major and minor capital projects and relocation projects; and reviewing new processes for requesting approvals for capital funding through the liaison with the Ontario SuperBuild Corporation and the Cabinet Committee on Privatization and SuperBuild (CCOPS).

PROJECT COORDINATION BRANCH

11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)314-8361

The Project Coordination Branch assists the Justice Sector Deputy Ministers' Steering Committee for Integrated Justice with its due diligence function and monitoring of government obligations, benefits and expenditures. The branch ensures that business plan projects are tracked and that timely linkages between projects are made. It provides project management consultative services and researches and disseminates information on project management best practices.

QUALITY SERVICE PROJECT

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2500
Fax (416)212-1396
8:45 - 5:00

The Quality Service Project team is responsible for leading the planning and implementation of the Quality Plans and the Common Service Standards for the two justice ministries (Ministry of the Attorney General and Ministry of Public Safety and Security). The team provides strategic leadership, project support and advice on all Quality Service planning and Common Service Standards issues. In addition, the project team ensures consistency with the OPS Quality Framework and the OPS requirement to sustain the Quality Planning process within ministries.

KNOWLEDGE MANAGEMENT TEAM

7th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2396

The Knowledge Management project team provides support to the Justice Sector Knowledge Management Council. The team will be developing a multi-year plan for a phased implementation of the knowledge management strategy and controllership framework. In addition, the team is expected to develop a monitoring and assessment plan to measure and report on the success of knowledge management implementation.

COURT SERVICES DIVISION

2nd Flr Suite 204, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4263
Fax (416)326-2652
8:30 - 5:00 ♿

Court Services Division provides criminal, civil and family court services that are fair, accessible, timely and effective. Court offices in more than 250 communities across the province link together litigants, counsel, judges, police, crowns, victims, community agencies and the public. Court Staff provide information to the public and facilitate key justice programs. The Division provides administrative support to all judges in the Superior Court of Justice and the Ontario Court of Justice, as well as justices of the peace and small claims court judges. It also manages the **jury** system and provides courtroom clerks, court reporters, registrars and court interpreters. It administers the filing of writs of execution, enforces civil orders through the seizure and sale of goods, and manages the collection of fine and restitution revenues from the prosecution of provincial and federal offences.

CORPORATE PLANNING BRANCH

2nd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4263
Fax (416)326-1011
8:30 - 5:00 ♿

The Corporate Planning Branch is responsible for fiscal and corporate planning within Court Services Division.

COURTHOUSES

ALGOMA DISTRICT

ONTARIO COURT OF JUSTICE,
CRIMINAL AND FAMILY - ELLIOT LAKE
200 Ontario Ave
Elliot Lake P5A 1Y5
General Inquiry (705)848-2500
8:30 - 5:00

ONTARIO COURT OF JUSTICE,
CRIMINAL AND FAMILY - SAULT STE MARIE
426 Queen St E
Sault Ste Marie P6A 6W2
General Inquiry (705)945-8000
Fax (705)945-5044
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - SAULT STE MARIE
426 Queen St E
Sault Ste Marie P6A 6W2
General Inquiry (705)945-8000
Fax (705)945-5044
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS - ELLIOT LAKE
200 Ontario Ave
Elliot Lake P5A 1Y5
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - SAULT STE MARIE
Courthouse
Main Flr, 426 Queen St E
Sault Ste Marie P6A 6W2
8:30 - 5:00

BRANT COUNTY

ONTARIO COURT OF JUSTICE - BRANTFORD
44 Queen St
Brantford N3T 3B2
General Inquiry (519)758-3460
Fax (519)758-3461
8:30 - 5:00

SUPERIOR COURT OF JUSTICE AND SMALL CLAIMS COURT - BRANTFORD
70 Wellington St
Brantford N3T 2L9
General Inquiry (519)752-7828
Fax (519)752-6465
8:30 - 5:00

BRUCE COUNTY

ONTARIO COURT OF JUSTICE,
COMBINED COURTS - WALKERTON
Bruce County Courthouse
207 Cayley St
Walkerton N0G 2V0
Fax (519)881-0347
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - WALKERTON
Courthouse
207 Cayley St
PO Box 39
Walkerton N0G 2V0
General Inquiry (519)881-1052
8:30 - 5:00

CITY OF KAWARTHA LAKES AND HALIBURTON

ONTARIO COURT OF JUSTICE - LINDSAY
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-1700
Fax (705)324-1401
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - LINDSAY
440 Kent St W
Lindsay K9V 6G8
8:30 - 5:00

COCHRANE DISTRICT

ONTARIO COURT OF JUSTICE - COCHRANE
District Courthouse
149 4th Ave
PO Box 2069
Cochrane P0L 1C0
General Inquiry (705)272-4256
Fax (705)272-2583
8:30 - 5:00

ONTARIO COURT OF JUSTICE - TIMMINS
Suite 127, 38 Pine St
Timmins P4N 6K6
General Inquiry (705)267-7799
Fax (705)360-2016
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - COCHRANE
149 Fourth Ave
PO Box 638
Cochrane P0L 1C0
General Inquiry (705)272-4256
Fax (705)272-5100
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - KAPUSKASING
Ontario Government Bldg
Rm 10, Hwy 11 W
RR 2
Kapuskasing P5N 2X8

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - TIMMINS
48 Spruce St N
Timmins P4N 6M7
General Inquiry (705)360-4231
8:30 - 5:00

DUFFERIN COUNTY

ONTARIO COURT OF JUSTICE CRIMINAL AND FAMILY - ORANGEVILLE
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-5802
Fax (519)941-6941
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - ORANGEVILLE
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-5802
Fax (519)941-6941
8:30 - 5:00

DURHAM REGION

ONTARIO COURT OF JUSTICE - OSHAWA
242 King St E
Oshawa L1H 3Z8
General Inquiry (905)430-5800
Fax (905)430-4403
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - WHITBY
605 Rossland Rd E
Whitby L1N 9G7
General Inquiry (905)430-5800
Fax (905)430-5802
Fax (905)430-5816 (Small claims/ Enforcement)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY COURT - OSHAWA
33 King St W
Oshawa L1H 1A1
Fax (905)430-4901
8:30 - 5:00

ELGIN COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL - ST THOMAS
The Justice Bldg
2nd Flr, 30 St Catherines St
St Thomas N5P 3T9
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - ST THOMAS
145 Curtis St
PO Box 327
St Thomas N5P 3T9
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - ST THOMAS
Justice Bldg
145 Curtis St
PO Box 310
St Thomas N5P 3T9
8:30 - 5:00

ESSEX COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL AND FAMILY - WINDSOR
Ontario Court of Justice
200 Chatham St E
Windsor N9A 2W3
Fax (519)973-6659
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - WINDSOR
Ontario Court of Justice
Level 1, 200 Chatham St E
Windsor N9A 2W3
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - WINDSOR
245 Windsor Ave
Windsor N9A 1J2
General Inquiry (519)973-6620
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - WINDSOR
Courthouse
245 Windsor Ave
Windsor N9A 1J2
General Inquiry (519)973-6620
Fax (519)973-6614
8:30 - 5:00

FRONTENAC COUNTY

FAMILY MEDIATION KINGSTON
469 Montreal St
Kingston K7L 3H9

ONTARIO COURT OF JUSTICE - KINGSTON
279 Wellington St
Kingston K7K 6E1
General Inquiry (613)548-6200
Fax (613)548-6819
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY - KINGSTON
469 Montreal St
Kingston K7L 3H9
General Inquiry (613)548-6789
Fax (613)548-6788
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - KINGSTON
Frontenac County Courthouse
Civil Filing Office, 5 Court St
Kingston K7L 2N4
General Inquiry (613)548-6811
Fax (613)548-6818
8:30 - 5:00

GREY COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL AND FAMILY - OWEN SOUND
Ontario Court of Justice
2nd Flr Suite 200, 1133 2nd Ave E
Owen Sound N4K 2J1
General Inquiry (519)376-0185
Fax (519)376-8930
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - OWEN SOUND
595 9th Ave E
Owen Sound N4K 3E3
General Inquiry (519)376-1461
(519)376-7535 (Enforcement Office)
Fax (519)376-7101
8:30 - 5:00

HALDIMAND COUNTY

ONTARIO COURT OF JUSTICE AND SUPERIOR COURT OF JUSTICE - CAYUGA
55 Munsee St
PO Box 399
Cayuga N0A 1E0
General Inquiry (905)772-3335
8:30 - 5:00

HALTON

ONTARIO COURT OF JUSTICE, CRIMINAL - BURLINGTON
2021 Plains Rd E
Burlington L7R 4M3
General Inquiry (905)637-4125
Fax (905)637-4183
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL - MILTON
491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-4165
Fax (905)693-3032
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL - OAKVILLE
Oakville Municipal Bldg
1225 Trafalgar Rd
Oakville L6J 5A6
General Inquiry (905)842-8380
Fax (905)842-2781
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - MILTON
491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7281
Fax (905)693-3038
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CRIMINAL, FAMILY, SMALL CLAIMS - MILTON
491 Steeles Ave East
Milton L9T 1Y7
General Inquiry (905)878-7281
Fax (905)693-3038
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - BURLINGTON
2021 Plains Rd E
Burlington L7R 4M3
General Inquiry (905)637-4125
Fax (905)637-4183
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - OAKVILLE
Oakville Municipal Bldg
1225 Trafalgar Rd
Oakville L6J 5A6
General Inquiry (905)842-8380
Fax (905)842-2781
8:30 - 5:00

HAMILTON

ONTARIO COURT OF JUSTICE, CRIMINAL - HAMILTON
The John Sopinka Courthouse
Suite 106, 45 Main St E
Hamilton L8N 2B7
(905)645-5252x3871 (Criminal Operations)
(905)645-5288 (Court Support, Suite 221)
Fax (905)645-5383 (Court Support, Suite 221)
Fax (905)645-5372 (Criminal Operations)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, CRIMINAL, SMALL CLAIMS - HAMILTON
The John Sopinka Courthouse
45 Main St E
Hamilton L8N 2B7
(905)645-5252x3875 (Small Claims Operations, Suite 108)
(905)645-5252x3874 (Enforcement, Suite 126)
(905)645-5252x3873 (Civil, Suite 110)
(905)645-5252x3753 (Criminal, Suite 106)
(905)645-5288 (Court Support, Suite 221)
Fax (905)645-5372 (Criminal)
Fax (905)645-5383 (Court Support)
Fax (905)645-5271 (Enforcement)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY-HAMILTON
55 Main St W
Hamilton L8P 1H4
General Inquiry (905)645-6250
Fax (905)645-6264
8:30 - 5:00

HASTINGS

ONTARIO COURT OF JUSTICE, CRIMINAL - BELLEVILLE
15 Victoria Ave
Belleville K8N 1Z5
General Inquiry (613)962-3468
Fax (613)962-8830
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY AND YOUNG OFFENDERS - BELLEVILLE
Century Place
Suite 402, 199 Front St
Belleville K8N 5H5
General Inquiry (613)968-6759
Fax (613)966-4390
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - BELLEVILLE
235 Pinnacle St
Belleville K8N 3A9
General Inquiry (613)962-9106
Fax (613)962-5143
8:30 - 5:00

HURON

ONTARIO COURT OF JUSTICE, CRIMINAL AND YOUNG OFFENDERS COURT - GODERICH
1st Flr, 1 Court House Sq
Goderich N7A 1M2
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - GODERICH
Courthouse
1st Flr, 1 The Square
PO Box 400
Goderich N7A 4C6
8:30 - 5:00

KENORA DISTRICT

ONTARIO COURT OF JUSTICE,
CRIMINAL - KENORA
216 Water St
Kenora P9N 1S4
General Inquiry (807)468-2842
Fax (807)468-2974
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - KENORA
216 Water St
Kenora P9N 1S4
General Inquiry (807)468-2842
Fax (807)468-2974
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - DRYDEN
Government Bldg
Rm 127, 479 Government St
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-2348
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - KENORA
216 Water St
Kenora P9N 1S4
General Inquiry (807)468-2842
Fax (807)468-2974
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - RED LAKE
Government Bldg
115 Howey St
PO Box 226
Red Lake P0V 2M0

KENT COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL - CHATHAM
Administration of Justice Bldg
1st Flr, 21 Seventh St
Chatham N7M 4K1
Fax (519)354-6292

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - CHATHAM
3rd Flr, 21 Seventh St
PO Box 2021
Chatham N7M 5K3

LAMBTON COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL COURT - SARNIA
Justice Bldg
3rd Flr, 700 N Christina St
Sarnia N7V 3C2
Fax (519)332-3411
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY COURT - SARNIA
Justice Bldg
1st Flr, 700 N Christina St
Sarnia N7V 3C2
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - SARNIA
Justice Bldg
1st Flr, 700 North Christina St
PO Box 2567
Sarnia N7T 7V8
8:30 - 5:00

LANARK COUNTY

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - PERTH
43 Drummond St E
Perth K7H 1G1
General Inquiry (613)267-2021
8:30 - 5:00

LEEDS AND GRENVILLE

ONTARIO COURT OF JUSTICE,
CRIMINAL - BROCKVILLE
75 Water St W
Brockville K6V 3L7
General Inquiry (613)342-5003
Fax (613)342-2817
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - BROCKVILLE
550 King St W
Brockville K6V 3T2
General Inquiry (613)345-5895
Fax (613)345-4019
8:30 - 5:00

LENNOX AND ADDINGTON COUNTY

ONTARIO COURT OF JUSTICE AND SUPERIOR COURT OF JUSTICE - NAPANEE
County Memorial Bldg
41 Dundas St W
Napanee K7R 1Z5
General Inquiry (613)354-3845
Fax (613)354-0380
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - KALADAR
Hwy 7
PO Box 88
Kaladar K0H 1Z0

MANITOULIN DISTRICT

ONTARIO COURT OF JUSTICE - GORE BAY
Main Flr, 27 Phipps St
Bag 5
Gore Bay P0P 1H0
General Inquiry (705)272-2461
Fax (705)282-3245
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - GORE BAY
Main Flr, 27 Phipps St
Bag 5
Gore Bay P0P 1H0
General Inquiry (705)272-2461
Fax (705)282-3245
8:30 - 5:00

MIDDLESEX COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL - LONDON
Courthouse
2nd Flr, 80 Dundas St
London N6A 6A3

SUPERIOR COURT OF JUSTICE, FAMILY - LONDON
Ground Flr Unit A, 80 Dundas St
London N6A 6A3

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - LONDON
Ground Flr Unit A, 80 Dundas St
London N6A 6A3

MUSKOKA

ONTARIO COURT OF JUSTICE - BRACEBRIDGE
3 Dominion St N
Bracebridge P1L 2E6
General Inquiry (705)645-8793
Fax (705)645-7901
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - BRACEBRIDGE
3 Dominion St N
Bracebridge P1L 2E6
General Inquiry (705)645-8793
Fax (705)645-7901
8:30 - 5:00

NIAGARA REGION

ONTARIO COURT OF JUSTICE, CRIMINAL - ST CATHARINES
59 Church St
St Catharines L2R 7N8
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - WELLAND
102 East Main St
Welland L3B 3W6
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY - ST CATHARINES
4th Flr, 59 Church St
St Catharines L2R 7N8
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - ST CATHARINES
59 Church St
St Catharines L2R 7N8
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - WELLAND
102 East Main St
Welland L3B 3W6
8:30 - 5:00

NIPISSING DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL - NORTH BAY
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8309
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - NORTH BAY
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8309
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - NORTH BAY
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8309
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - STURGEON FALLS
94A King St
PO Box 416
Sturgeon Falls P0H 2G0

NORFOLK COUNTY

ONTARIO COURT OF JUSTICE AND SUPERIOR COURT OF JUSTICE - SIMCOE
530 Queensway W
Simcoe N3Y 4L2
General Inquiry (519)426-6550
Fax (519)426-9591
8:30 - 5:00

NORTHUMBERLAND COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL - COBOURG
860 William St
Cobourg K9A 3A9
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVAL, CRIMINAL, FAMILY AND SMALL CLAIMS COURT - COBOURG
860 William St
Cobourg K9A 3A9
General Inquiry (905)372-3751
Fax (905)372-9952
8:30 - 5:00

OTTAWA-CARLETON

ONTARIO COURT OF JUSTICE, CRIMINAL - OTTAWA
2nd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1153
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CIVIL, CRIMINAL, FAMILY, SMALL CLAIMS - OTTAWA
2nd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1560
(613)239-1054 (Civil Office)
(613)239-1050 (Enforcement)
(613)239-1079 (Small Claims Court Operations)
(613)239-1320 (Bankruptcy & Assessments)
(613)239-1024 (Estates)
(613)239-1071 (Divisional Court)
(613)239-1153 (Criminal Operations)
(613)239-1274 (Family Operations Family Law Information Centre)
(613)239-1047 (Civil - Case Management)
(613)239-1180 (Civil Mediation)
(613)239-1260 (Court Support)
(613)239-1015 (Court Interpretation & Translaton Office)
8:30 - 5:00

OXFORD COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL AND FAMILY - WOODSTOCK
415 Hunter St
PO Box 70
Woodstock N4S 7W5
Fax (519)539-4579
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CRIMINAL, FAMILY AND SMALL CLAIMS COURT - WOODSTOCK
415 Hunter St
PO Box 70
Woodstock N4S 7W5
(519)539-6189 (Family Operations)
(519)539-6188 (Superior Court of Justice)
(519)539-6187 (Criminal Operations)
Fax (519)539-4579
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - WOODSTOCK
Courthouse
415 Hunter St
PO Box 70
Woodstock N4S 4G6
8:30 - 5:00

PARRY SOUND DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL AND FAMILY - PARRY SOUND
89 James St
Parry Sound P2A 1T7
General Inquiry (705)746-4237
Fax (705)746-6179
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CRIMINAL - PARRY SOUND
89 James St
Parry Sound P2A 1T7
General Inquiry (705)746-4237
Fax (705)746-6179
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - BURK'S FALLS
Plaza 11 Hwy 11
PO Box 119
Burk's Falls P0A 1C0

PEEL REGION

ONTARIO COURT OF JUSTICE, CRIMINAL - BRAMPTON
A Grenville & William Davis
7755 Hurontario St
Brampton L6W 4T6
General Inquiry (905)456-4730
Fax (905)456-4732
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - BRAMPTON
A Grenville & William Davis
7755 Hurontario St
Brampton L6W 4T6
General Inquiry (905)456-4702
Fax (905)456-4723
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - BRAMPTON
Land Registry Bldg
2nd Flr, 7765 Hurontario St
Brampton L6V 2L7
General Inquiry (905)456-4744
Fax (905)456-4741
8:30 - 5:00

PERTH COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL AND FAMILY - STRATFORD
100 St Patrick St
Box 726
Stratford N5A 6V6

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - STRATFORD
17 George St
Stratford N5A 1A6

PETERBOROUGH COUNTY

ONTARIO COURT OF JUSTICE, CRIMINAL - PETERBOROUGH
70 Simcoe St
Peterborough K9H 7G9
Fax (705)876-3838
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY - PETERBOROUGH
470 Water St
Peterborough K9H 3M3
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - PETERBOROUGH
70 Simcoe St
Peterborough K9H 7G9
Fax (705)876-3820
8:30 - 5:00

PRESCOTT AND RUSSELL

ONTARIO COURT OF JUSTICE, CRIMINAL - L'ORIGNAL
2nd Flr, 59 Court St
L'Orignal K0B 1K0
8:30 - 5:00

SUPERIOR AND ONTARIO COURT OF JUSTICE - L'ORIGNAL
2nd Flr, 59 Court St
L' Orignal K0B 1K0
General Inquiry (613)675-4567
Fax (613)675-4507
8:30 - 5:00

PRINCE EDWARD COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL AND FAMILY - PICTON
44 Union St
PO Box 680
Picton K0K 2T0
General Inquiry (613)476-6236
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - PICTON
44 Union St
PO Box 680
Picton K0K 2T0
General Inquiry (613)476-6236
8:30 - 5:00

RAINY RIVER DISTRICT

ONTARIO COURT OF JUSTICE - FORT FRANCES
333 Church St
Fort Frances P9A 3M7
General Inquiry (807)274-5961
Fax (807)274-0516
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - FORT FRANCES
333 Church St
Fort Frances P9A 1C9
General Inquiry (807)274-5961
Fax (807)274-0516
8:30 - 5:00

RENFREW COUNTY

ONTARIO COURT OF JUSTICE,
CRIMINAL - PEMBROKE
415 Pembroke St W
Pembroke K8A 5N5
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - PEMBROKE
297 Pembroke St E
Pembroke K8A 3K2
8:30 - 5:00

SIMCOE COUNTY

ONTARIO COURT OF JUSTICE - BARRIE
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6111
Fax (705)739-6516
8:30 - 5:00

ONTARIO COURT OF JUSTICE - ORILLIA
Cottage C, 700 Memorial Ave
Orillia L3V 6J3
General Inquiry (705)326-2671
Fax (705)326-0970
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - BARRIE
114 Worsley St
Barrie L4M 4S4
General Inquiry (705)739-6111
Fax (705)739-6516
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - ORILLIA
Cottage C, 700 Memorial Ave
Orillia L3V 6J3
General Inquiry (705)326-2671
Fax (705)326-0970
8:30 - 5:00

STORMONT, DUNDAS AND GLENGARRY

ONTARIO COURT OF JUSTICE AND SUPERIOR COURT OF JUSTICE,
CRIMINAL AND SMALL CLAIMS COURT - ALEXANDRIA
110 Main St N
PO Box 699
Alexandria K0C 1A0
8:30 - 5:00

ONTARIO COURT OF JUSTICE AND SUPERIOR COURT OF JUSTICE,
CRIMINAL AND SMALL CLAIMS COURT - MORRISBURG
8 5th St W
PO Box 858
Morrisburg K0C 1X0
General Inquiry (613)933-7500
8:30 - 5:00

ONTARIO COURT OF JUSTICE AND SUPERIOR COURT OF JUSTICE,
CRIMINAL, FAMILY AND SMALL CLAIMS COURT - CORNWALL
Main Flr, 29 Second St W
Cornwall K6J 1G3
Fax (613)932-0507
8:30 - 5:00

SUDBURY DISTRICT

ONTARIO COURT OF JUSTICE - ESPANOLA
Town Hall
2nd Flr Suite 3, 100 Tudhope St
Espanola P5E 1S6
Fax (705)869-6511

ONTARIO COURT OF JUSTICE, CRIMINAL - SUDBURY
Main Flr, 155 Elm St W
Sudbury P3C 1T9
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - SUDBURY
2nd Flr, 159 Cedar St
Sudbury P3E 6A5

SUPERIOR COURT OF JUSTICE, CIVIL, CRIMINAL, FAMILY - SUDBURY
155 Elm St
Sudbury P3C 1T9
General Inquiry (705)564-7757
Fax (705)564-7890
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - SUDBURY
2nd Flr, 159 Cedar St
Sudbury P3E 6A5

THUNDER BAY DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL - THUNDER BAY
2nd Flr, 1805 E Arthur St
Thunder Bay P7E 5N7
General Inquiry (807)625-1610
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - THUNDER BAY
1st Flr, 1805 E Arthur St
Thunder Bay P7E 5N7
General Inquiry (807)625-1600
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - THUNDER BAY
2nd Flr, 277 Camelot St
Thunder Bay P7A 4B3
General Inquiry (807)343-2700
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - GERALDTON
208 Beamish St
Geraldton P0T 1M0
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - NIPIGON
5 Wadsworth Dr
PO Box 758
Nipigon P0T 2J0
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - SCHREIBER
105 Ontario St
PO Box 234
Schreiber P0T 2S0
8:30 - 5:00

TIMISKAMING DISTRICT

ONTARIO COURT OF JUSTICE, CRIMINAL - HAILEYBURY
393 Main St
Haileybury P0J 1K0
General Inquiry (705)672-3395
Fax (705)672-3360
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - KIRKLAND LAKE
140 Government Rd E
PO Box 730
Kirkland Lake P2N 3K1
General Inquiry (705)567-9381
Fax (705)567-9877
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - KIRKLAND LAKE
140 Government Rd E
PO Box 730
Kirkland Lake P2N 3K1
General Inquiry (705)567-9381
Fax (705)567-9877
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - HAILEYBURY
Main St
PO Box 609
Haileybury P0J 1K0
General Inquiry (705)672-3321
Fax (705)672-3360
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - ENGLEHART
50 Third St
PO Box 147
Englehart P0J 1H0

TORONTO REGION

COURT OF APPEAL FOR ONTARIO
Osgoode Hall
130 Queen St W
Toronto M5H 2N5
General Inquiry (416)327-5020
Fax (416)327-5032
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL - COLLEGE PARK
2nd Flr, 444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-8950
Fax (416)325-8954
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL - DOWNSVIEW
1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-4208
(416)314-4222 (Crown Attorney's Office)
(416)314-4213 (Justices of the Peace)
Fax (416)314-4233 (Criminal Office)
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL - ETOBICOKE
80 The East Mall
Etobicoke M8Z 5X6
General Inquiry (416)314-3962
(416)314-3975 (Judges' Secretaries)
(416)314-3973 (Justices of the Peace)
Fax (416)314-3982 (Criminal Office)
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL - SCARBOROUGH
1911 Eglinton Ave E
Scarborough M1L 4P4
General Inquiry (416)325-0982
(416)325-0354 (Justice of the Peace)
(416)325-0861 (Judges' Secretaries)
Fax (416)325-0960 (Criminal Office)
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL - TORONTO
Old City Hall
60 Queen St W
Toronto M5H 2M4
(416)327-5878 (Accounting & Enforcement)
(416)327-5614 (Court Support)
(416)327-6171 (Courtroom Clerks)
(416)327-6172 (Courtroom Clerks)
(416)314-9701 (Probation & Parole)
(416)327-6064 (Provincial Crowns' Office)
(416)327-5774 (Provincial Prosecutors' Office)
(416)327-6297 (Records Office)
(416)327-5959 (Victim Witness Assistance Program)
(416)326-6541 (Mental Health Court Program)
(416)598-0200x4356 (Legal Aid Office)
(416)952-9189 (Federal Crowns Office)
(416)327-5609 (Court Reporters)
(416)327-5907 (Judges' Secretaries)
(416)327-5179 (Justices of the Peace)
(416)861-1900 (Native Court Worker)
Fax (416)327-5893 (Court Support)
Fax (416)954-9042 (Federal Crowns' Office)
Fax (416)327-6222 (Court Reporters)
Fax (416)326-6544 (Mental Health Court Program)
Fax (416)327-7630 (Victim Witness Assistance Program)
Fax (416)327-5787 (Provincial Prosecutors' Office)
Fax (416)327-6068 (Provincial Crowns' Office)
Fax (416)327-6813 (Courtroom Clerks)
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - NORTH YORK
3rd Flr, 47 Sheppard Ave E
Toronto M2N 5N1
General Inquiry (416)326-3592
(416)326-7758 (Judges' Secretaries)
Fax (416)326-3569 (Family Office)
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY - SCARBOROUGH
1911 Eglinton Ave E
Scarborough M1L 2L6
General Inquiry (416)325-0976
(416)325-0354 (Justices of the Peace)
(416)326-0861 (Judges)
Fax (416)325-0960 (Family Office)
8:30 - 5:00

ONTARIO COURTS OF JUSTICE, FAMILY - TORONTO
311 Jarvis St
Toronto M5B 2C4
General Inquiry (416)327-6868
(416)327-6988 (Mediator Interns)
(416)327-6987 (Mediators)
(416)327-6868 (General Inquiry & Case Management)
(416)327-6857 (Justices of the Peace)
(416)327-6891 (Judges)
Fax (416)327-6980 (Case Management)
8:30 - 5:00

PROVINCIAL PROSECUTORS OFFICE
Old City Hall
60 Queen St W
Toronto M5H 2M4
General Inquiry (416)327-5774
Fax (416)327-5787
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - ASSESSMENTS
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5121
Fax (416)327-6228
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - CIVIL INTAKE
10th Flr, 393 University Ave
Toronto M5G 1E6
(416)327-6186 (Case Management Procedural Line)
(416)327-0363 (Simplified Rules Prodedural Line)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - CIVIL SCHEDULING UNIT
19th Flr, 393 University Ave
Toronto M5G 1E6
(416)327-5292 (Case Management Appointments)
(416)327-6366 (Special Masters Appointments)
(416)327-5535 (Traditional Masters Appointments)
Fax (416)327-5445 (Case Management)
Fax (416)327-5484 (Traditional Masters)
Fax (416)327-4350 (Civil Scheduling Unit)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - COMMERCIAL/BANKRUPTCY OFFICE
10th Flr, 393 University Ave
Toronto M5G 1E6
(416)327-5047 (Bankruptcy Office)
(416)327-5043 (Commercial Office)
Fax (416)327-6228 (Bancruptcy & Commercial Office)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - COURT INTERPRETERS/TRANSLATION
Rm 315, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5014
Fax (416)327-6496
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - COURT REPORTERS
Rm 315, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5550
Fax (416)327-5886
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - ENFORCEMENT OFFICE
The Atrium
4th Flr, 40 Dundas St W
Toronto M5G 2G2
General Inquiry (416)327-5600
Fax (416)327-5498
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - ESTATES
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)326-2940
Fax (416)326-2939
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - FINANCE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5575
General Inquiry (416)327-5922
Fax (416)327-5272
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - HEARINGS UNIT
Rm 168, 361 University Ave
Toronto M5G 1T3
(416)327-5121 (Hearings Assessments Coordinator)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - JUDGES' ADMINISTRATION
3rd Flr, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5284
Fax (416)327-5417
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - JURY OFFICE
Rm 167, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5999
Fax (416)327-5885
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - MANDATORY MEDIATION
19th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-1361
Fax (416)314-1360
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - MASTERS OFFICE
6th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5482
Fax (416)327-6405 (Masters)
Fax (416)327-5484
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - RECORDS OFFICE
10th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-5516
Fax (416)326-5409
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - TRANSITION UNIT
19th Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)327-3786
Fax (416)327-4350
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - WRITS OFFICE
The Atrium
4th Flr, 40 Dundas St W
Toronto M5G 2G2
General Inquiry (416)327-6860
Fax (416)327-5885
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CRIMINAL
Rm 241, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5917
Fax (416)327-6496
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, CRIMINAL - COURT SUPPORT
Rm 506, 361 University Ave
Toronto M5G 1T3
General Inquiry (416)327-5558
Fax (416)326-3021
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, FAMILY
10th Flr, 393 University Ave
Toronto M5G 1E6
(416)327-5542 (Family Intake)
(416)314-1996 (Family Law Information Centre)
Toll Free 1-800-980-4962 (Child Support Guidelines Enquiry Line)
Fax (416)327-6137 (Family Intake)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS
3rd Flr, 47 Sheppard Ave E
Toronto M2N 5N1
General Inquiry (416)326-3554
Fax (416)325-8912
8:30 - 5:00

WATERLOO

ONTARIO COURT OF JUSTICE - KITCHENER
Suite 1000, 200 Frederick St
Kitchener N2H 6P1
8:30 - 5:00

ONTARIO COURT OF JUSTICE, CRIMINAL, FAMILY AND SMALL CLAIMS COURT - CAMBRIDGE
89 Main St
Cambridge N1R 1W1
Fax (519)621-7824
8:30 - 5:00

SUPERIOR COURT OF JUSTICE , SMALL CLAIMS COURT - CAMBRIDGE
89 Main St
Cambridge N1R 1W1
(519)621-0170 (Small Claims Court)
8:30 - 5:00

SUPERIOR COURT OF JUSTICE - KITCHENER
20 Weber St E
Kitchener N2H 1C3
(519)741-3200 (Superior Court of Justice)
Fax (519)741-3278
8:30 - 5:00

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - KITCHENER
20 Weber St E
Kitchener N2H 1C3
(519)741-3270 (Small Claims Court)
Fax (519)741-3214
8:30 - 5:00

WELLINGTON COUNTY

ONTARIO COURT OF JUSTICE - GUELPH
36 Wyndham St S
Guelph N1H 7J5
General Inquiry (519)836-2501
Fax (519)837-6302
8:30 - 5:00

ONTARIO COURT OF JUSTICE, FAMILY AND SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - GUELPH
74 Woolwich St
Guelph N1H 3T9
(519)822-7961 (Ontario Court of Justice, Family)
(519)824-4169 (Superior Court of Justice, Small Claims Court)
8:30 - 5:00

YORK REGION

ONTARIO COURT OF JUSTICE - NEWMARKET
2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - NEWMARKET
2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1

SUPERIOR COURT OF JUSTICE, SMALL CLAIMS COURT - RICHMOND HILL
855 Major Mackenzie Dr E
Richmond Hill L4B 4C6
General Inquiry (905)737-4416
Fax (905)737-0199
8:30 - 5:00

COURTS OF JUSTICE

COURT OF APPEAL FOR ONTARIO

Osgoode Hall
130 Queen St W
Toronto M5H 2N5
(416)327-5020 (General Information)
(416)327-5101 (Court of Appeal - Osgoode Hall, Judges' Reception)
Fax (416)327-5032 (Information)
Fax (416)327-6256 (Appeal Scheduling)
8:30 - 5:00

The **Court** of **Appeal** for Ontario is the highest appellate court in the province. It hears **criminal** and civil appeals and sits primarily in Toronto.

ONTARIO COURT OF JUSTICE

CHIEF JUSTICE OF THE ONTARIO COURT OF JUSTICE

Suite 2600, 1 Queen St E
PO Box 91
Toronto M5C 2W5
General Inquiry (416)327-5660
Fax (416)326-4787
8:30 - 4:45

The Ontario **Court** of Justice has jurisdiction in **criminal** cases, certain aspects of Family Law, and matters involving Provincial **Offences**. In criminal cases, the Court renders the final disposition in most matters under the **Criminal Code of Canada** and other federal statutes, including the **Young Offender**s Act. For information regarding **bail hearings** and bail release procedures, contact the appropriate court office; in Toronto, the number is (416) 327-5614. The Court also renders final disposition for offences under the provincial statutes and regulations of Ontario and **municipal** by-laws. For inquiries on payment of **fines** other than parking fines, call the administrative office of the Ontario Court of Justice in Toronto at (416) 327-5675.

SUPERIOR COURT OF JUSTICE

CHIEF JUSTICE OF THE SUPERIOR COURT OF JUSTICE

Osgoode Hall
130 Queen St W
Toronto M5H 2N5
General Inquiry (416)327-5000
(416)327-5284 (361 University Ave 6th Flr)
Fax (416)327-5358
Fax (416)326-2224 (361 University Ave 6th Flr)
8:30 - 5:00

The Superior **Court** of Justice has jurisdiction in both **criminal** and civil cases. The court hears proceedings pursuant to a variety of statutes, including the Family Law Act and Mental Incompetency Act. The **Enforcement** offices carry out orders of this court, arising out of civil proceedings. Responsibilities include summoning jurors for **jury** duty and enforcing **writs** of execution. The court handles contested **claims** against **estates**, will **trials** and applications to prove the validity and contents, estate and trust **audit**s, interpretation and variations of **wills**/trusts and all proceedings relating to mental incompetency. **Certificates** of **Appointment** of an Estate Trustee with respect to the estates of persons who die are given by the court. The Small Claims Court provides a convenient way to settle disputes over goods and services for amounts not exceeding $10,000.

CRIMINAL LAW DIVISION

6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2615
(416)326-2400 (9th Flr)
(416)326-4600 (10th Flr)
Fax (416)326-2423 (9th Flr)
Fax (416)326-4656 (10th Flr)
Fax (416)326-2063 (6th Flr)

The **Criminal** Law Division provides legal representation for the Crown in right of Ontario in all criminal matters. It is responsible for the **prosecution** of criminal cases before all courts in the province and for the carriage of all criminal appeals in the Ontario Court of Appeal and the Supreme

Court of Canada. The division supervises and coordinates the Crown Attorneys in the 49 **judicial** districts and the Crown Counsel in the Crown Law Office - Criminal.

DIRECTORS OF CROWN OPERATIONS

CENTRAL EAST REGION
Suite 201, 1091 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)836-5624
Fax (905)836-5620

DURHAM
Suite 300, 3000 Garden St
Whitby L1R 2G6
General Inquiry (905)430-4150
Fax (905)430-4151

MUSKOKA
Courthouse
2nd Flr, 3A Dominion St N
Bracebridge P1L 2G2
General Inquiry (705)645-2411
Fax (705)645-3422

NORTHUMBERLAND
Victoria Hall
55 King St W
Cobourg K9A 2M2
General Inquiry (905)372-8784
Fax (905)372-1040

PETERBOROUGH
Provincial Court Bldg
70 Simcoe St
Peterborough K9H 7G9
General Inquiry (705)876-3848
Fax (705)876-9862

SIMCOE
Courthouse
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6188
Fax (705)739-6551

VICTORIA AND HALIBURTON
440 Kent St W
Lindsay K9V 5P2
General Inquiry (705)324-1420
Fax (705)324-1421

YORK REGION
Courthouse
2nd Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)853-4800
Fax (905)853-4849

CENTRAL WEST REGION
Courthouse
Suite 400, 45 Main St E
Hamilton L8N 2B7
General Inquiry (905)645-5338
Fax (905)645-5376

BRANT
Courthouse
2nd Flr, 44 Queen St
Brantford N3T 3B4
General Inquiry (519)758-3480
Fax (519)758-3481

DUFFERIN
Courthouse
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-4471
Fax (519)941-2330

HALDIMAND
Courthouse
55 Munsee St
Cayuga N0A 1E0
General Inquiry (905)772-5043
Fax (905)772-3494

HALTON
Courthouse
2nd Flr, 491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7291
Fax (905)693-3036

HAMILTON-WENTWORTH
Courthouse
Suite 441, 45 Main St E
Hamilton L8N 2B7
General Inquiry (905)645-5262
Fax (905)645-5261

NIAGARA NORTH
Courthouse
3rd Flr, 59 Church St
PO Box 788
St Catharines L2R 6Y3
General Inquiry (905)685-4293
Fax (905)685-5565

NIAGARA SOUTH
2nd Flr, 102 E Main St
Welland L3B 3W5
General Inquiry (905)732-1327
Fax (905)732-0223

NORFOLK
Justice Bldg
Level 4, 530 Queensway W
Simcoe N3Y 4N4
General Inquiry (519)426-5920
Fax (519)426-6301

PEEL
Courthouse
Suite 100, 7755 Hurontario St
Brampton L6W 4T6
General Inquiry (905)456-4777
Fax (905)456-4780

EAST REGION
Courthouse
Suite 3225, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1222
Fax (613)239-1420

FRONTENAC
County Courthouse
5 Court St
Kingston K7L 2N4
General Inquiry (613)548-6220
Fax (613)548-6692

HASTINGS
2nd Flr, 257 Pinnacle St
Belleville K8N 3B2
General Inquiry (613)962-0772
Fax (613)968-6095

LANARK
41 Drummond St E
Perth K7H 1G1
General Inquiry (613)264-1900
Fax (613)264-0856

LEEDS AND GRENVILLE
County Courthouse
550 King St W
Brockville K6V 5V5
General Inquiry (613)342-2034
Fax (613)345-2116

LENNOX AND ADDINGTON
County Memorial Bldg
Main Flr, 41 Dundas St W
Napanee K7R 1Z5
General Inquiry (613)354-2144
Fax (613)354-7189

OTTAWA
Courthouse
Suite 3045, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1200
Fax (613)239-1214

PRESCOTT AND RUSSELL
Courthouse
16 Court St
PO Box 299
L'Orignal K0B 1K0
General Inquiry (613)675-4460
Fax (613)675-1632

PRINCE EDWARD
Suite 201, 172 Main St
Picton K0K 2T0
General Inquiry (613)476-6267
Fax (613)476-8272

RENFREW COUNTY
Suite 200, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)732-2261
Fax (613)735-2843

STORMONT DUNDAS AND GLENGARRY
Courthouse
29 2nd St W
Cornwall K6J 1G3
General Inquiry (613)932-5903
Fax (613)936-2157

NORTH REGION
Suite 501, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7674
Fax (705)564-7664

ALGOMA
Courthouse
445 Albert St E
Sault Ste Marie P6A 2J9
General Inquiry (705)945-8001
Fax (705)942-6060

COCHRANE NORTH (KAPUSKASING)
Suite 32, 25 Brunetville Rd
Kapuskasing P5N 2E9
General Inquiry (705)335-6184
Fax (705)335-3585 (Kapuskasing Office)

COCHRANE SOUTH (TIMMINS)
289 Fifth Ave
Timmins P4N 5L5
General Inquiry (705)264-5234
Fax (705)268-7588

KENORA (DRYDEN)
Ontario Government Bldg
Main Flr, 479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-3351
Fax (807)223-5746

KENORA COURTHOUSE
Courthouse
Main Flr, 216 Water St
Kenora P9N 1S4
General Inquiry (807)468-2835
Fax (807)468-2840

MANITOULIN
Courthouse
27 Phipps St
Gore Bay P0P 1H0
General Inquiry (705)282-0194
Fax (705)282-0197

NIPISSING
Courthouse
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8313
Fax (705)495-8363

PARRY SOUND
Courthouse
89 James St
Parry Sound P2A 1T7
General Inquiry (705)746-2331
Fax (705)746-6361

RAINY RIVER
Courthouse
Main Flr, 333 Church St
Fort Frances P9A 1C9
General Inquiry (807)274-9825
Fax (807)274-2521

SUDBURY
Courthouse
155 Elm St
Sudbury P3C 1T9
General Inquiry (705)564-7698
Fax (705)564-7690

TEMISKAMING
Courthouse
393 Main St
PO Box 369
Haileybury P0J 1K0
General Inquiry (705)672-3308
Fax (705)672-5672

THUNDER BAY
Superior Court of Justice Courthouse
2nd Flr, 277 Camelot St
Thunder Bay P7A 4B3
General Inquiry (807)343-2720
Fax (807)343-2745 (277 Camelot St)

THUNDER BAY (ONTARIO COURT OF JUSTICE)
2nd Flr, 1825 East Arthur St
Thunder Bay P7E 5N7
General Inquiry (807)625-1620
Fax (807)625-1618

TORONTO REGION
6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4487
Fax (416)326-4488

DOWNTOWN TORONTO
New Courthouse
Rm 101, 361 University Ave
Toronto M5G 1Y1
General Inquiry (416)327-5942
Fax (416)327-6056

ETOBICOKE
80 The East Mall
Etobicoke M8Z 5X6
General Inquiry (416)314-3936
Fax (416)314-3949

NORTH YORK
2nd Flr, Suite 105, 1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-4222
TTY (416)314-4222
Fax (416)314-4234
Fax (416)314-4464

SCARBOROUGH
1911 Eglinton Ave E
Scarborough M1L 2L8
General Inquiry (416)325-0342
Fax (416)325-0353

WEST REGION
Suite 202, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)661-2883
Fax (519)661-2887 ♿

BRUCE
Courthouse
1st Flr Rm 102, 215 Cayley St
Walkerton N0G 2V0
General Inquiry (519)881-0432

ELGIN
Courthouse
4 Wellington St
St Thomas N5R 2P2
General Inquiry (519)631-1506
Fax (519)633-9629

ESSEX
5th Flr, 200 Chatham St E
Windsor N9A 2W3
General Inquiry (519)253-1104
Fax (519)253-1813

GREY
Grey County Bldg
595 9th Ave E
Owen Sound N4K 3E3
General Inquiry (519)376-3199
Fax (519)376-5650

HURON
Courthouse
3rd Flr, 1 The Square
Goderich N7A 1M2
General Inquiry (519)524-9272
Fax (519)524-7574 (Bluewater Office Equipment, 65 Hamilton St)

KENT
Courthouse
1st Flr, 21 Seventh St
Chatham N7M 4K1
General Inquiry (519)352-2141
Fax (519)354-1540

LAMBTON
Courthouse
1st Flr Suite 100, 700 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-7596
Fax (519)336-4663

MIDDLESEX
Courthouse
Main Flr, 80 Dundas St E
London N6A 2P3
General Inquiry (519)660-3003
Fax (519)660-3087

OXFORD
Courthouse
Main Flr, 415 Hunter St
Woodstock N4S 4G6
General Inquiry (519)537-2611
Fax (519)539-1060

PERTH
County Courthouse
1 Huron St
Stratford N5A 5S4
General Inquiry (519)271-4020
Fax (519)273-6840

WATERLOO
Courthouse
4th Flr, 20 Weber St E
Kitchener N2H 1C3
General Inquiry (519)741-3222
Fax (519)570-0031

WELLINGTON
Courthouse
75 Woolwich St
Guelph N1H 3T9
General Inquiry (519)822-1031
Fax (519)837-6301

FAMILY JUSTICE SERVICES DIVISION

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2504
Fax (416)314-2500
8:30 - 5:00

The Family Justice Services Division (FJSD) oversees the administration, coordination and delivery of the ministry's social justice programs across Ontario. Programs include the Office of the Public Guardian and Trustee, the Children's Lawyer, Supervised Access and **Bail** Verification. It also has responsibility for the ministry's relationship to Legal Aid Ontario.

CHILDREN'S LAWYER

14th Flr, 393 University Ave
Toronto M5G 1W9
General Inquiry (416)314-8000
Fax (416)314-8050
8:30 - 5:00

The Office of the **Children**'s **Lawyer** (formerly the Official **Guardian**) investigates, advocates, protects and represents the personal and property rights and obligations of persons under a **disability** at law, usually **minor**s, in proceedings before the courts and tribunals of Ontario. The Children's Lawyer provides legal services primarily for children under various legislation, including section 112 and 89 Courts of Justice Act, the Rules of the Courts, the Child and Family Services Act and the Parens Patriae jurisdiction of the Superior Court of Justice.

LEGAL AID POLICY AND LIAISON

5th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-1234
Fax (416)326-3214
8:30 - 5:00

Legal Aid Policy and Liaison is the government link to Legal Aid Ontario, which delivers legal aid services to the public.

LEGAL AID ONTARIO

Suite 404, 375 University Ave
Toronto M5G 2G1
General Inquiry (416)979-1446
Toll Free 1-800-668-8258
Fax (416)979-8669
www.legalaid.on.ca
8:30 - 5:00

Legal Aid Ontario is an operational service agency responsible for the delivery of legal aid services in Ontario.

PROGRAM SUPPORT

8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2506
Fax (416)314-2500
8:30 - 5:00

The unit supports the Assistant Deputy Attorney General and provides advice to all programs within the Family Justice Services Division. It coordinates the business planning exercise, develops the operational plan, monitors performance measures, tracks spending and provides corporate reports for the Family Justice Services Division.

Services offered to the Public:
Supervised Access Program

PUBLIC GUARDIAN AND TRUSTEE

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
TTY (416)314-2687
Toll Free 1-800-366-0335
Fax (416)326-1366 (Executive)
www.attorneygeneral.jus.gov.on.ca/html/pgt/pgthome.htm
8:30 - 5:00

The office of the Public **Guardian** and Trustee operates out of six offices located throughout the province to provide a variety of services, including: managing the financial and/or personal affairs of mentally incapable individuals pursuant to the Substitute Decisions Act where no one else is able to do so; making medical treatment decisions for mentally incapable people where no one else is able to do so; administering the estates of persons, who die without a will and without any family in Ontario; dealing with property owned by a dissolved Ontario corporation; investigating allegations of serious harm against vulnerable adults; as the Accountant of the Superior Court of Justice, retaining all money, mortgages and securities paid into or lodged with the Court on behalf of minors and litigants; protecting the public interest in charitable property.

CAPACITY ASSESSMENT OFFICE

Atrium on Bay
8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)327-6766
Fax (416)327-6724
8:30 - 5:00

The Capacity **Assessment** Office maintains a list of people qualified to conduct assessments of capacity in Ontario under the Substitute Decisions Act; administers a **financial assistance** program for people who require assistance in paying for an assessment; and provides training and information to assessors in Ontario.

CLIENT SERVICES DEPARTMENT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-366-0335
Fax (416)314-2619
8:30 - 5:00

Client Services Department provides intake for all Office of the Public Guardian and Trustee (OPGT) guardianship matters; investigates allegations of serious harm to mentally incapable adults; provides property and personal care guardianship services and associated asset administration; makes decisions about treatment and long-term admission under the Health Care Consent Act.

ESTATES ADMINISTRATION UNIT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-366-0335
8:30 - 5:00

Estates Administration Unit administers estates of persons who die **intestate** and without known heirs in the province, and the assets of dissolved **corporations**.

TREATMENT DECISIONS UNIT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2788
Toll Free 1-800-387-2127
Fax (416)314-2637
8:00 - 6:00

The Treatment Decisions Unit receives **Certificates** of Incapacity under the **Mental Health** Act and Substitute Decisions Act; handles requests to appoint the Office of the Public **Guardian** and Trustee as guardian; maintains the registry of guardians and investigates allegations of serious harm to incapable **adults**; makes decisions about treatment and long-term care admissions under the Health Care Consent Act; handles personal guardianship cases under the Substitute Decisions Act. Most of these services are also provided at the regional office across Ontario as noted above.

PROPERTY GUARDIANSHIP SERVICES DEPARTMENT

Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-366-0335
Fax (416)314-2648
8:30 - 5:00

Property **Guardian**ship Services Department delivers **financial** guardianship services to the Office of the Public Guardian and Trustee's mentally incapable clients in accordance with the Substitute Decisions Act, 1992. Services are provided at the following locations.

HAMILTON OFFICE
9th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8300
Toll Free 1-800-891-0502
Fax (905)546-8301
8:30 - 5:00

LONDON OFFICE
3rd Flr, 401 Clarence St
London N6A 3M6
General Inquiry (519)660-3140
Toll Free 1-800-891-0504
Fax (519)660-3148
8:30 - 5:00

OTTAWA OFFICE
3rd Flr, 244 Rideau St
Ottawa K1N 5Y3
General Inquiry (613)241-1202
Toll Free 1-800-891-0506
Fax (613)241-1567
8:30 - 5:00

SUDBURY OFFICE
Suite 602, 199 Larch St
Sudbury P3E 5P5
General Inquiry (705)564-3185
Toll Free 1-800-891-0503
Fax (705)564-3193
8:30 - 5:00

THUNDER BAY
Suite 101, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7230
Toll Free 1-800-891-0503
Fax (807)343-7223
8:30 - 5:00

TORONTO OFFICE
Atrium on Bay
8th Flr Suite 800, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-2800
Toll Free 1-800-366-0335
Fax (416)314-2231 (Client Services)
Fax (416)314-2619 (Client Services)
8:30 - 4:30

ACCOUNTANT OF THE SUPERIOR COURT OF JUSTICE

Atrium on Bay
8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)314-8692
Fax (416)314-2481
8:30 - 5:00

The Accountant of the Superior **Court** of Justice is responsible for funds, mortgages and securities that are paid into court pursuant to judgements and orders of the court under various statutes on behalf of **minor**s and litigants.

LEGAL SERVICES - CHARITABLE PROPERTY

Atrium on Bay
8th Flr, 595 Bay St
Toronto M5G 2M6
General Inquiry (416)326-1963
Fax (416)326-1969 (Charities)
8:30 - 5:00

Legal Services - **Charitable** Property unit monitors the use of charitable property in Ontario and inquires into **complaint**s about its misuse.

INTEGRATED JUSTICE INFORMATION TECHNOLOGY DIVISION

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6950
Fax (416)326-1104
9:00 - 5:00

The Integrated Justice Information Technology Division is responsible for Information Technology (IT) services and support to the Justice Enterprises - Ministry of the Attorney General and Ministry of Public Safety and Security and their external Justice partners - that enables transformation into a modern, effective and efficient justice system. Please refer to the Ministry of Public Safety and Security section for a complete division listing.

LEGAL SERVICES DIVISION

6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-0891
Fax (416)326-6996
8:30 - 5:00

The Legal Services Division comprises the Legal Services and the Dispute Resolution Offices. Legal Services is responsible for the provision of legal advice to ministries and certain agencies, boards and commissions of the Ontario government. It includes the Constitutional Law Branch, Crown Law Office - Civil, and 22 Seconded Legal Services branches across government. The Dispute Resolution Office serves as a central government resource and provides advice on Dispute Resolution (DR) programs, policies and legislation to ministries as well as agencies, boards and commissions.

CIVIL REMEDIES FOR ILLICIT ACTIVITIES

LuCliff Bldg
17th Flr Suite 1701, 700 Bay St
PO Box 175
Toronto M5G 1Z6
General Inquiry (416)212-0556
Fax (416)314-3714
9:00 - 5:00

Civil Remedies for Illicit Activities is responsible for the development and **enforcement** of civil remedies to address unlawful activities.

CONSTITUTIONAL LAW BRANCH

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4460
Fax (416)326-4015
8:30 - 5:00

The Constitutional Law Branch bears primary responsibility for advising the government on constitutional matters and conducting constitutional **litigation** on behalf of the government. Constitutional issues arise across the full range of matters in which the government is involved. They include the protections found under the Canadian Charter of Rights and Freedoms such as freedom of religion, expression, association and assembly, rights relating to equality, democratic elections, mobility of persons, the use of official languages in federal institutions and in education, as well as the rights held by an individual when faced with government or police investigation and

prosecution. Constitutional issues also include disputes respecting the division of powers between the federal Parliament and provincial legislatures and the protection of **aboriginal** and treaty rights.

CROWN LAW OFFICE - CIVIL

8th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4008
Fax (416)326-4181
8:30 - 5:00

Crown Law Office - Civil is divided into the advisory services group and the **litigation** services group. The members of the advisory services group act as solicitors for the Ministry of the Attorney General and also provide legal advice to other ministries and agencies on a broad spectrum of legal issues with government-wide significance. Counsel in the litigation services group provide legal representation of the Crown, its ministries, agencies, boards and commissions in a wide variety of matters involving issues of public importance in all levels of courts.

LEGAL SERVICES PROGRAM SUPPORT BRANCH

6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4207
Fax (416)314-7926
9:00 - 5:00

The Legal Services Program Support provides strategic support to the legal services branches in various ministries and schedule 1 agencies in the areas of workforce planning, business and financial planning, MIS, training and development, and client service.

LEGAL SERVICES PROGRAM SUPPORT - DISPUTE RESOLUTION OFFICE

6th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-2153
Fax (416)314-7926
9:00 - 5:00

The Dispute Resolution Office (DRO) promotes the expanded use and development of Dispute Resolution (DR) practices across government. The DRO serves as a central government resource and provides advice on DR programs, policies, and legislation to all ministries as well as agencies, boards and commissions. The DRO also provides training in dispute resolution and team building, and offers **mediation** services as well as other forms of conflict resolution practices to address conflicts within the Ontario Public Service.

LEGAL SERVICES PROGRAM SUPPORT - LAW LIBRARY

9th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4566
Fax (416)326-4562
9:00 - 5:00

Legal Services Program Support Law Library provides circulation, reference and inter-library loan services to ministry employees and maintains a collection of legal texts, journals, reporters and legislation to support the information needs of the ministry.

SECONDED LEGAL SERVICES BRANCHES

Seconded Legal Services Branches provide internal, in-house legal advice and legal services to all ministries and some agencies, boards and commissions of the Government of Ontario. There are 22 legal branches located on-site with individual client ministries, with additional offices at some agencies, boards and commissions. The branches provides solicitor and counsel work in support of the very broad and varied range of programs and services provided by government.

WALKERTON LEGAL PROJECTS

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-6689
Fax (416)212-0696
9:00 - 5:00

Legal Services Division's role for the Ministry is to coordinate representation for the Government in its response to the tragic situation in Walkerton. The Division's duties include: coordinating all interministerial activity for the involved ministries and agencies (including the Document Management System), organizing the Government's **Compensation** Plan and coordinating representation for the Crown at the Inquiry and in litigation.

LEGISLATIVE COUNSEL

Whitney Block
Suite 3600, 99 Wellesley St W
Toronto M7A 1A2
General Inquiry (416)326-2841
Fax (416)326-2806
8:00 - 5:00

The **Legislative** Counsel office provides legislative services to Ministers of the Crown, Members of the Legislature, government and agencies, and applicants for private **bills**. It also provides drafting services for bills and **regulations**, preparation of annual statute books, filing and publication of Ontario regulations, and the **translation** and publication of regulations in **French**.

SPECIAL INVESTIGATIONS UNIT

5090 Commerce Blvd
Mississauga L4W 5M4
General Inquiry (416)622-0748
Toll Free 1-800-787-8529
Fax (416)622-2455
www.siu.on.ca
9:00 - 5:00

The Special **Investigation**s Unit is a civilian law **enforcement** agency, independent of the **police**, that investigates circumstances involving police and civilians which have resulted in serious injury, including sexual **assault** or death. Part VII of the Police Services Act creates the SIU and defines its powers. The Director of the SIU is empowered under the PSA to cause **criminal** charges to be laid against police officers where warranted on the basis of the evidence gathered during an investigation. The Director's decisions are reported to the Attorney General.

VICTIM SERVICES DIVISION

7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)326-2526
Fax (416)326-3205
8:30 - 5:00

The Victim Services Division (VSD) is responsible for the integrated planning, management and delivery of province-wide justice services for victims of crime.
VSD provides **funding** to community-based services that support victims, including; victim crisis assistance and referral service programs, sexual **assault** centers, programs to counsel individuals who have assaulted their partners, and wireless telephones and safety planning for persons at risk of **violence**. It also provides victims and **witnesses** of crime with information and assistance throughout the criminal court process. It also has responsibility for the minisry's relationship with the Criminal Injuries Compensation Board and the Office for Victims of Crime.

DOMESTIC VIOLENCE WORK TEAM

7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)325-3265
Fax (416)212-1091
8:30 - 5:00

The Domestic **Violence** Work Team is responsible for coordinating domestic violence initiatives developed in response to recommendations of the May/Iles Coroner's jury and the Joint Committee on Domestic Violence.

REGIONAL OFFICES - VICTIM SERVICES DIVISION

The **Victim** Services Division's six regional offices are responsible for the delivery of programs and services for victims of **crime**.

CENTRAL REGION VSD OFFICE
17070 Yonge St
Newmarket L3Y 6W4
General Inquiry (905)836-3936
Fax (416)212-1311

BARRIE VWAP
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6560
Fax (705)739-6603
8:30 - 5:00

NEWMARKET VWAP
50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)853-4818
Fax (905)853-4883
8:30 - 5:00

PETERBOROUGH VWAP
311 George St N
Peterborough K9J 3H3
General Inquiry (705)755-5150
Fax (705)755-5155

WHITBY VWAP
Suite 212, 3000 Garden St
Whitby L1R 2G6
General Inquiry (905)430-4170
Fax (905)430-4161
8:30 - 5:00

CENTRAL WEST REGION VSD OFFICE
4th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7590
Fax (905)521-7450

BRAMPTON VWAP
5th Flr Suite 100, 7755 Hurontario St
Brampton L6W 4T6
General Inquiry (905)456-4797
Fax (905)456-4796
8:30 - 5:00

HAMILTON VWAP
Suite 478, 45 Main St E
Hamilton L8N 2B7
General Inquiry (905)645-5272
Fax (905)645-5271
8:30 - 5:00

KITCHENER VWAP
Suite 3033, 200 Frederick St
Kitchener N2H 6P1
General Inquiry (519)741-3351
Fax (519)741-3347
8:30 - 5:00

MILTON VWAP
Rm 235, 491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-6292
Fax (905)693-4203

ST CATHARINES VWAP
Rm 1020, 59 Church St
St Catharines L2R 7N8
General Inquiry (905)685-2671
Fax (905)685-2673
8:30 - 5:00

EAST REGION VSD OFFICE
14th Flr, 150 Metcalfe St
Ottawa K2P 1P1
General Inquiry (613)239-0451
Fax (613)239-0691

BELLEVILLE VWAP
2nd Flr, 15 Victoria St
Belleville K8N 1Z5
General Inquiry (613)962-3005
Fax (613)962-3225
8:30 - 5:00

BROCKVILLE VWAP
550 King St W
Brockville K6V 3T2
General Inquiry (613)342-2596
Fax (613)342-7039

CORNWALL VWAP
Suite 216, 218 Pitt St
Cornwall K6J 3P8
General Inquiry (613)933-7744
Fax (613)933-6778

KINGSTON VWAP
2nd Flr, 279 Wellington St
Kingston K7K 6E1
General Inquiry (613)548-6213
Fax (613)548-6207
8:30 - 5:00

L'ORIGNAL VWAP
14 Court St
L'Orignal K0B 1K0
General Inquiry (613)675-1991
Fax (613)675-2772

OTTAWA VWAP
Rm 1004, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1229
Fax (613)239-1473
8:30 - 5:00

PEMBROKE VWAP
2nd Flr Suite 200, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)732-2035
Fax (613)735-2843
8:30 - 5:00

PERTH VWAP
43 Drummond St E
PO Box 1400
Perth K7H 1G1
General Inquiry (613)264-8387
Fax (613)264-9014
8:30 - 5:00

NORTH REGION VSD OFFICE
2nd Flr Suite 206, 144 Pine St
Sudbury P3C 1X3
General Inquiry (705)564-7370
Fax (705)564-7268

KENORA VWAP
216 Water St
Kenora P9N 1S4
General Inquiry (807)468-2839
Fax (807)468-2888
8:30 - 5:00

NORTH BAY VWAP
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)495-8339
Fax (705)495-8336
8:30 - 5:00

SAULT STE MARIE VWAP
Suite 204, 123 March St
Sault Ste Marie P6A 2Z5
General Inquiry (705)946-6567
Fax (705)946-6566

SUDBURY VWAP
Bsmt, 155 Elm St W
Sudbury P3C 1T9
General Inquiry (705)564-7694
Fax (705)564-7695
8:30 - 5:00

THUNDER BAY VWAP
2nd Flr, 1805 East Arthur St
Thunder Bay P7E 5N7
General Inquiry (807)625-1627
Fax (807)622-1826
8:30 - 5:00

TORONTO REGION VSD OFFICE
7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (416)325-2912
Fax (416)212-1311

TORONTO - COLLEGE PARK VWAP
Rm 281, 444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-6117
Fax (416)325-7384
8:30 - 5:00

TORONTO - ETOBICOKE VWAP
80 The East Mall
Etobicoke M8Z 5X6
General Inquiry (416)314-3944
Fax (416)314-3974
8:30 - 5:00

TORONTO - NORTH YORK VWAP
1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-0009
Fax (416)314-0573
8:30 - 5:00

TORONTO - OLD CITY HALL VWAP
Rm 370, 60 Queen St W
Toronto M5H 2M4
General Inquiry (416)327-5959
Fax (416)327-7630
8:30 - 5:00

TORONTO - SCARBOROUGH VWAP
1911 Eglinton Ave E
Scarborough M1L 2L8
General Inquiry (416)325-0351
Fax (416)325-8564
8:30 - 5:00

TORONTO 361 UNIVERSITY VWAP
Rm 170, 361 University Ave
Toronto M5G 5X6
General Inquiry (416)327-5946
Fax (416)327-6373

WEST REGION VSD OFFICE
900 Highbury Ave
London N5Y 1A4
General Inquiry (519)453-6250
Fax (519)752-4642

LONDON VWAP
Ground Flr Unit B, 80 Dundas St
London N6A 6A2
General Inquiry (519)660-3041
Fax (519)660-2299
8:30 - 5:00

OWEN SOUND VWAP
Suite 109, 1101 2nd Ave E
Owen Sound N4K 2J1
General Inquiry (519)376-8927
Toll Free 1-888-577-3111
Fax (519)376-0865
8:30 - 5:00

SARNIA VWAP
700 N Christina St
Sarnia N7S 3C2
General Inquiry (519)337-1766
Fax (519)337-3620

STRATFORD VWAP
7th Flr, 18 King St E
Toronto M5C 1C4
General Inquiry (519)288-5941

WINDSOR VWAP
Level 5, 200 Chatham St E
Windsor N9A 2W3
General Inquiry (519)253-2897
Fax (519)254-2816
8:30 - 5:00

AGENCIES, BOARDS AND COMMISSIONS

CRIMINAL INJURIES COMPENSATION BOARD

4th Flr, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)326-2900
Toll Free 1-800-372-7463
Fax (416)326-2883
8:30 - 5:00

The **Criminal Injuries Compensation** Board provides compensation to eligible applicants when a person is injured or killed in Ontario as the result of an act of criminal **violence**.

Services offered to the Public:
Criminal Injuries Compensation Board

JUDICIAL APPOINTMENTS ADVISORY COMMITTEE

3rd Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4060
Fax (416)326-4065
8:30 - 4:15

The **Judicial Appointment**s Advisory Committee was established under the Courts of Justice Act as an independent body to recommend candidates to the Attorney General for judicial appointments to the Ontario Court of Justice Bench. There are 13 members on the Committee, 3 representing the Judiciary, 3 representing the legal community and 7 lay members are appointed by the Attorney General. The Judicial Appointments Advisory Committee is required to provide the Legislature with an annual report.

OFFICE FOR VICTIMS OF CRIME

3rd Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)326-1682
Toll Free 1-877-435-7661
Fax (416)326-4497
8:30 - 5:00

The Office for **Victim**s of Crime is an advisory agency which provides advice to government on legislation, policy and practices relevant to victims of crime.

ONTARIO LOTTERY AND GAMING CORPORATION

Suite 420, 4120 Yonge St
Toronto M2P 2B8
General Inquiry (416)224-1772
(705)946-6464 (Sault Ste Marie)
Toll Free 1-800-387-0098 (Consumer Inquiries)
TTY Toll Free 1-800-563-5357
Fax (416)224-7000
Fax (705)946-6600 (Sault Ste Marie)

The purpose of the Ontario **Lottery** and **Gaming** Corporation (OLGC) is to deliver gaming entertainment to maximize economic benefits for Ontarians in an efficient and socially responsible manner. On April 1, 2000, the government of Ontario merged the mandates and operations of the

Ontario Lottery Corporation (OLC) and the Ontario **Casino** Corporation (OCC) to form the OLGC. The OLGC reports to the Minister of Tourism and Recreation. As a Crown corporation, the OLGC is responsible for four business units: province-wide lottery games; charity and **aboriginal** casinos; slot machine facilities at racetracks; and commercial casinos.

ACTS

Absconding Debtors Act
Absentees Act
Accumulations Act
Administration of Justice Act
Age of Majority and Accountability Act
Aliens' Real Property Act
Anglican Church of Canada Act, 1979
Arbitrations Act
Architects Act
Assessment Review Board Act
Bail Act
Barristers Act
Blind Persons' Rights Act
Bulk Sales Act
Business Records Protection Act
Charitable Gifts Act
Charities Accounting Act
Chartered Accountant Act
Children's Law Reform Act
Class Proceedings Act, 1992
Commercial Tenancies Act
Commissioners for Taking Affidavits Act
Compensation for Victims of Crime Act
Construction Lien Act
Conveyancing and Law of Property Act
Costs of Distress Act
Courts of Justice Act
Courts of Justice Statute Law Amendment Act, 1994
Creditors' Relief Act
Crown Administration of Estates Act
Crown Agency Act
Crown Attorneys Act
Crown Witnesses Act
Disorderly Houses Act
Dog Owner's Liability Act
Dower and Miscellaneous Abolition Act, 1980
Electronic Commerce Act, 2000
Employers and Employees Act
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986
Escheats Act
Estates Act
Estates Administration Act
Evidence Act
Execution Act
Expropriations Act
Family Law Act
Family Support Plan Act
Fines and Forfeitures Act

Fraudulent Conveyances Act
Frustrated Contracts Act
Gaming Act
Habeas Corpus Act
Hospitals and Charitable Institutions Inquiries Act
Hotel Registration of Guests Act
Innkeepers Act
Inquiries Act
International Commercial Arbitration Act
International Sale of Goods Act
Interpretation Act
Interprovincial Summonses Act
Intervenor Funding Project Act
Judicial Review Procedure Act
Juries Act
Justices of the Peace Act
Landlord and Tenant Act
Law Society Act
Legal Aid Act
Libel and Slander Act
Limitations Act
Mental Incompetency Act
Mercantile Law Amendment Act
Ministry of the Attorney General Act
Mortgages Act
Negligence Act
Notaries Act
Occupiers' Liability Act
Ombudsman Act
Ontario Law Reform Commission Act
Partition Act
Pawnbrokers Act
Perpetuities Act
Powers of Attorney Act
Proceedings Against the Crown Act
Professional Engineers Act
Property and Civil Rights Act
Provincial Offences Act
Public Accountancy Act
Public Authorities Protection Act
Public Guardian & Trustee Act
Public Halls Act
Public Inquiries Act
Public Institutions Inspection Act
Public Officers Act
Public Trustee Act
Reciprocal Enforcement of Judgments (U.K.) Act
Reciprocal Enforcement of Judgments Act
Reciprocal Enforcement of Support Orders Act
Regulations Act
Regulations Revision Act, 1989
Religious Freedom Act
Religious Organizations' Lands Act
Safe Streets Act 1999
Sale of Goods Act

Settled Estates Act
Short Forms of Conveyances Act, 1980
Short Forms of Leases Act
Short Forms of Mortgages Act, 1980
Solicitors Act
South African Trust Investments Act
Statute of Frauds
Statute of Frauds Act
Statutes Act
Statutes Revision Act, 1989
Statutory Powers Procedure Act
Substitute Decisions Act, 1992
Succession Law Reform Act
Support and Custody Orders Enforcement Act
Ticket Speculation Act
Time Act
Transboundary Pollution Reciprocal Access Act
Trespass to Property Act
Trustee Act
Unconscionable Transactions Relief Act
University Expropriation Powers Act
Variation of Trusts Act
Vendors and Purchasers Act
Victims Bill of Rights, 1995
Victims Right to Proceeds to Crime Act, 1994
Wages Act
Warehouse Receipts Act

MINISTRY OF CITIZENSHIP

6th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)327-2422
TTY (416)326-0148 (TTY/TDD)
Toll Free 1-800-267-7329
TTY Toll Free 1-888-335-6611
www.gov.on.ca/MCZCR

The Ministry of Citizenship is committed to the full participation of all people living in Ontario. It supports, develops and promotes policies, standards, and programs related to protecting human rights; newcomer settlement; access for persons with disabilities; fostering and recognizing the importance of voluntarism; and honouring the accomplishments of outstanding Ontarians and other commemorative functions. Through the Ontario Seniors' Secretariat, the ministry promotes the recognition of the needs and concerns of Ontario's seniors and develops policies and programs to ensure they can live free from harm and with dignity. Through the Ontario Women's Directorate, the ministry supports opportunities that help women achieve economic self-sufficiency and collaborates with cross-ministry and private sector partners to develop strategies to prevent violence against women and children.

DEPUTY MINISTER'S OFFICE

CITIZENSHIP DIVISION

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)326-0148
Fax (416)314-7599
8:00 - 5:00

The Citizenship Division is responsible for policies, **standards** and programs related to the protection of human rights, elimination of discrimination and the removal of barriers to opportunities for all Ontarians. In this regard the programs work with persons with disabilities, business, government, the broader public sector and service providers and others to implement Ontario's Framework for Change for Persons with Disabilities. The division helps immigrants to be self-sufficient and full participants in Ontario's communities and enables Ontarians to strengthen their communities through voluntary action. The division is comprised of the Office of the Assistant Deputy Minister, the Ontario Honours and Awards Unit, the Citizenship Development Branch and the Accessibility Directorate of Ontario.

ACCESSIBILITY DIRECTORATE OF ONTARIO

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)326-0148 (TTY/TDD)
Fax (416)314-7307
8:00 - 5:00

The Accessibility Directorate of Ontario was established on Feb 7, 2002 under the Ontarians with **Disabilities** Act. The directorate provides information on ODA 2001 and other non-legislative accessibility initiatives. The directorate assists municipalities, the Ontario Public Service, school boards, public transportation providers, hospitals, colleges and universities with accessibility planning. It also works with standard-setting organizations, the disability community and the private sector to continually remove barriers; consults with the disability community; provides

information and advice to the government on disability-related issues; and helps to develop sectoral **standards** and codes.

ACCESSIBILITY ADVISORY COUNCIL OF ONTARIO

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7290
TTY (416)326-0148
Fax (416)314-7307
8:30 - 5:00

The Accessibility Advisory Council of Ontario brings together individuals - including persons with **disabilities** - who have the expertise, experience and knowledge to provide strategic advice. At the direction of the Minister, the Council oversees the implementation of their legislation, and is charged with the responsibility of monitoring and advancing the vision, independence and opportunities for persons with disabilities.

POLICY AND ACCESSIBILITY PLANNING

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)326-0148
Fax (416)327-4080
8:30 - 5:00

The Policy and Accessibility Planning unit focuses on providing on-going support to the government and the Minister on **disability** issues; and the unit develops tools to assist organizations to meet their obligations under the ODA (Ontarians with Disability Act, 2001).

PUBLIC EDUCATION AND PARTNERSHIPS

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)326-0148
Fax (416)326-9725
www.equalopportunity.on.ca
8:30 - 5:00

The **Public Education** and Partnerships unit delivers public education, partnership initiatives and development of tools and resources to promote accessibility and equal opportunity in business and services through the Paths to Equal Opportunity Web site, partnership projects and **grants**.

CITIZENSHIP DEVELOPMENT BRANCH

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
TTY (416)326-0148
Fax (416)314-7307
8:00 - 5:00

The **Citizenship** Development Branch is responsible for policy and program development in the areas of immigration and settlement. The branch is also responsible for coordinating the implementation of programs to support the voluntary sector under the Volunteer Linkages Initiative.

HUMAN RIGHTS TEAM

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
8:30 - 5:00

The Human Rights Team is responsible for providing advice on human rights, including liaising with the Ontario Human Rights Commission and the Board of Inquiry. The branch also works with other ministries to achieve government objectives regarding human rights.

IMMIGRATION AND SETTLEMENT

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7541
Fax (416)326-0295

The Immigration and Settlement unit provides policy research, development, analysis and advice in the area of immigration and settlement. It also develops strategies for more effective **community**-based settlement services for **immigrants** and refugees. It works with other ministries and the federal government to resolve issues in Ontario and implements a Newcomer Settlement Program for community-based settlement service delivery.

Services offered to the Public:
Cultural Interpreter Services and Training Program
Newcomer Settlement Program Grants

VOLUNTEERISM INITIATIVES UNIT

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6853
Fax (416)314-7180

The **Volunteer**ism Initiatives Unit coordinates the government's program to strengthen volunteerism in Ontario. It builds voluntary sector, private sector and government partnerships and facilitates initiatives to recognize, encourage and support voluntary action.

Services offered to the Public:
Volunteer@ction.online Grants

ONTARIO HONOURS AND AWARDS UNIT

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7526
Fax (416)314-7743
Fax (416)314-6050
9:00 - 5:00

Ontario Honours and **Award**s Unit is a corporate resource responsible for the delivery of 13 diverse award programs including, Orders, Medals and Decorations as well as special commemorative functions. From highly prescribed, formal award presentations steeped in protocol in the Legislative Assembly to **community**-based ceremonies across the province, Ontario Honours and Awards serves to recognize and promote **volunteer**ism and the superlative accomplishments of outstanding Ontarians.

For information on I&IT Clusters, see introductory page x

COMMUNICATIONS BRANCH

6th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7400
(416)327-2422 (Automated Public Inquiry Service)
Toll Free 1-800-267-7329
Fax (416)325-7778 (Director's Office)
Fax (416)314-4965
8:00 - 5:00

The Communications Branch is responsible for communicating the ministry's programs and policies related to its core business and to the government's corporate communications agenda. It supports the Minister, Deputy Minister and senior management in the handling of contentious issues, coordinating and maintaining the Housebook, and media monitoring. It also provides support through media relations, editorial services and communications planning; maintains the ministry Web site and supports internal communications; advises on and supports the Minister's and Deputy Minister's participation in public events.

INTERNAL AUDIT SERVICES

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6560
Fax (416)585-7377
8:30 - 4:45

Internal Audit Services is an independent, objective assurance and consulting activity designed to add value and improve the operations of the Ministries of: Citizenship; Tourism and Recreation; and Culture. Internal Audit Services helps these ministries accomplish their objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance.

ONTARIO SENIORS' SECRETARIAT

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1R3
General Inquiry (416)326-7076
Fax (416)326-7079
www.gov.on.ca/mczcr/seniors/
8:30 - 5:00

The Ontario **Seniors**' Secretariat undertakes policy initiatives for seniors with a multi-ministry focus, makes value added contributions to policy activities in other ministries, develops and supports public education and awareness initiatives for seniors about the programs and services to which they are entitled, about healthy aging/lifestyles, and for the broader public, about the ongoing contributions seniors make to families, communities and country.

ONTARIO WOMEN'S DIRECTORATE

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0247
www.gov.on.ca/mczcr/owd/
8:30 - 5:00

The Ontario **Women**'s Directorate (OWD) provides focus for government action on issues of concern to women - in particular, preventing violence against women and promoting women's economic independence.

EDUCATION, AWARENESS AND OUTREACH

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0256

The Education, Awareness and Outreach unit leads programs and initiatives that support the two key business areas of the Directorate: preventing **violence** against **women** and promoting women's economic independence. The OWD partners with other ministries, the education sector, community agencies and the private sector to support initiatives that promote **public education** to prevent violence against women, new service models to provide an effective response to **victim**s, career awareness initiatives to ensure girls and young women make academic choices that will not limit the career choices available to women, including occupations in high demand sectors such as skilled trades and information technology.

STAKEHOLDER RELATIONS AND POLICY DEVELOPMENT

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-0300
Fax (416)314-0255

The Stakeholder Relations and Policy Development unit provides strategic leadership and coordination for the development and review of policies and programming identified as key business areas of the Directorate - preventing violence against women, and promoting women's economic independence - and the development and management of relations with internal and external stakeholders, including other jurisdictions, for policy purposes. It also has primary responsibility for identifying and managing contentious issues, and coordinating/supporting inter-ministerial and inter-governmental committees addressing priority issues.

REGIONAL AND CORPORATE SERVICES DIVISION

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7311
Fax (416)314-7313
8:30 - 4:45

The Regional and Corporate Services Division provides legal, financial, human resources and administrative services and advice to Deputy Ministers and program divisions of the Ministry of Citizenship, Ministry of Culture and Ministry of Tourism and Recreation as required, for the efficient operation of each ministry. It also provides regional support services to the ministries'

program areas of tourism, culture, citizenship, seniors, women, and sport and recreation. This includes the coordination of specialized systems and technical support and the development and implementation of the ministries' management improvement initiatives. It executes a number of control functions and services as the ministries' liaison with Management Board of Cabinet.

CORPORATE POLICY

3rd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6150
Fax (416)314-6566
8:30 - 4:45

The Corporate Policy unit is responsible for providing leadership, expertise and advice to the minister, senior management and the staff of the Ministry of Citizenship in the areas of corporate policy development, analysis and coordination within the context of government priorities.

CORPORATE RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6136
Fax (416)314-4968
8:30 - 4:45

The Corporate Resources Branch provides advice on business and fiscal planning, accounting, modern controllership, facilities management, and related financial and administrative matters to the Ministry of Citizenship, Ministry of Culture, and Ministry of Tourism and Recreation. The Facilities, Information and Records Management Unit is responsible for facilities and assets management, Freedom of Information/Protection of Privacy, print services, and records management. The Business and Fiscal Planning Unit is responsible for budget management, financial analysis and business planning. The Accounting and Controllership Unit is responsible for financial systems and reporting, modern controllership and service management.

FREEDOM OF INFORMATION/PROTECTION OF PRIVACY UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7094
Fax (416)314-7722
8:00 - 4:30

The Freedom of Information/Protection of Privacy Unit administers the Freedom of Information and Protection of Privacy Act within the Ministry of Citizenship, Ministry of Culture and Ministry of Tourism and Recreation. Assistance to the public in locating certain records or processing requests is available from the Freedom of Information/Protection of Privacy Office. Services provided to the public include various bilingual publications such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the freedom of information and privacy legislation.

Services offered to the Public:
Access to Information

HUMAN RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6078
Fax (416)325-6371
8:30 - 4:45

Human Resources Branch provides strategic consulting and human resource planning services to executive and line managers. It provides interpretation and advice on human resource policies and procedures, collective agreement administration, health and safety services, position classification, recruitment, organizational design, human resources planning and learning services, and French language services for the Ministry of Citizenship, Ministry of Culture and Ministry of Tourism and Recreation. In addition, it coordinates the Ontario Works and Special Employment Program for the Ministries of Tourism and Recreation and Culture.

LEGAL SERVICES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7025
Fax (416)314-7038
9:00 - 5:00

The Legal Services Branch provides strategic legal advice and services to the Ministry of Citizenship, the Ministry of Culture, and the Ministry of Tourism and Recreation and certain of their agencies to assist them in meeting their business goals and corporate initiatives. Principal areas of law include commercial, corporate, real property, intellectual property, human rights, administrative and contract.

REGIONAL SERVICES BRANCH

3rd Flr, 123 Edward St
Toronto M7A 2R9
General Inquiry (416)314-0738
Fax (416)314-6686
8:30 - 5:00

Regional Services provides value-added consulting and delivery services to program areas of the Ministry of Citizenship, Ministry of Culture and Ministry of Tourism and Recreation.

CENTRAL AREA
5th Flr, 180 Dundas St W
Toronto M7A 2R9
General Inquiry (416)314-6044
Toll Free 1-877-395-4105
Fax (416)314-2024
8:30 - 5:00

HAMILTON OFFICE
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)704-3950
Toll Free 1-877-395-4105
Fax (905)521-7398
8:30 - 4:45

MIDHURST OFFICE
2284 Nursery Rd
Midhurst L0L 1X0
Toll Free 1-877-395-4105
Fax (705)739-6697
8:30 - 4:45

ST CATHARINES OFFICE
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3950
Toll Free French 1-800-263-2441
Fax (905)704-3955
8:30 - 4:45

NORTHERN AREA
Suite 334, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

DRYDEN OFFICE
Ontario Government Bldg
479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-8682
Toll Free 1-800-525-8785
Fax (807)223-8502
8:30 - 4:45

KENORA OFFICE
810 Robertson St
Kenora P9N 4J4
General Inquiry (807)468-2450
Toll Free 1-800-465-1108
Fax (807)468-2788
8:30 - 4:45

NORTH BAY OFFICE
447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4182
Toll Free 1-800-461-9563
Fax (705)494-4069
8:30 - 4:45

SAULT STE MARIE OFFICE
Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V9
General Inquiry (705)945-5885
Toll Free 1-800-461-7284 (Within Area Code 705)
Fax (705)945-5931
8:30 - 4:45

SIOUX LOOKOUT OFFICE
62 Queen St
PO Box 267
Sioux Lookout P8T 1A3
General Inquiry (807)737-1018
Toll Free 1-800-529-6619
Fax (807)737-3379
8:30 - 4:45

SUDBURY OFFICE
Ontario Government Bldg
Suite 401, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3035
Toll Free 1-800-461-4004
Fax (705)564-3043
8:30 - 4:45

THUNDER BAY OFFICE
Suite 334, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

TIMMINS OFFICE
Ontario Government Complex
Hwy 101 E
PO Box 3085
South Porcupine P0N 1H0
General Inquiry (705)235-1550
Toll Free 1-800-305-4442
Fax (705)235-1553
8:30 - 4:45

SOUTHEAST AREA
1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45

BRACEBRIDGE OFFICE
15 Dominion St
Bracebridge P1L 2E7
General Inquiry (705)646-0351
Toll Free 1-800-360-1304
Fax (705)646-0544

HUNTSVILLE OFFICE
207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-4448
Fax (705)789-9533
8:30 - 4:45

KINGSTON OFFICE
Ontario Government Bldg Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5580
Toll Free 1-800-293-7543
Fax (613)531-5585
8:30 - 4:45

OTTAWA OFFICE
1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45

PETERBOROUGH OFFICE
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2624
Toll Free 1-800-461-7629
Fax (705)755-2631
8:30 - 4:45

SOUTHWEST AREA
Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30

KITCHENER OFFICE
Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30

LONDON OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
Toll Free 1-800-265-4730
Fax (519)873-4061
8:30 - 4:30

MARKDALE OFFICE
181 Toronto St S
PO Box 496
Markdale N0C 1H0
Toll Free 1-800-265-5520
Fax (519)986-3014
8:30 - 4:30

WINDSOR OFFICE
221 Mill St
Windsor N9C 2R1
Toll Free 1-800-265-1330
Fax (519)973-1414
8:30 - 4:45

TECHNOLOGY AND BUSINESS SOLUTIONS BRANCH (MCZP/MTR/MCL)

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6296
Fax (416)325-6388
8:30 - 5:00

The Technology and Business Solutions Branch is responsible for the planning and implementation of information technology to meet business requirements of the Ministries of: Citizenship (including Women's Directorate and Seniors' Secretariat); Tourism and Recreation; and Culture. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network. Under administrative agreements, the branch also provides information and information technology services and support to the Office of Francophone Affairs and the Ontario Human Rights Commission.

AGENCIES, BOARDS AND COMMISSIONS

BOARD OF INQUIRY (HUMAN RIGHTS CODE)

2nd Flr, 505 University Ave
Toronto M5G 2P3
General Inquiry (416)314-0004
TTY (416)314-2379 (TTY/TDD)
Toll Free 1-800-668-3946
TTY Toll Free 1-800-424-1168 (TTY/TDD Toll Free)
Fax (416)314-8743
9:00 - 5:00

The Board of Inquiry (**Human Rights** Code) is a tribunal established by the Human Rights Code to conduct **hearings** and decide **complaint**s of violations of human rights. By law, it cannot deal with any other kind of issue. Complaints are referred to the Board of Inquiry by the Ontario Human Rights Commission. A tribunal is a quasi-judicial body with decision-making powers. "Quasi-judicial" means that, similar to the courts, tribunals have authority or discretion to decide important issues affecting the rights and obligations of opposing parties. Tribunals' decisions have the effect of imposing serious sanctions or consequences on the parties. The Board of Inquiry (Human Rights Code) encourages parties to participate in voluntary **mediation**. If that is unsuccessful the case is scheduled for a hearing before an adjudicator. At the hearing the adjudicator determines whether a Code right of the complainant has been infringed or not and the appropriate remedy.

Services offered to the Public:
Board of Inquiry (Human Rights Code)

ONTARIO HUMAN RIGHTS COMMISSION

Dundas/Edward Ctr
7th Flr, 180 Dundas St W
Toronto M7A 2R9
TTY Toll Free 1-800-308-5561 (TTY/TDD Complaints, Referrals, General Inquiries)
TTY (416)314-6526 (TTY/TDD Complaints, Referrals, General Inquiries within 416 & 905 Area Codes)
(416)314-4500 (General Inquiries - other than complaints)
(416)314-4532 (Media Inquiries)
(416)326-9511 (Complaints, Referrals, General Inquiries within 416 & 905 Area Codes)
TTY (416)314-4493 (TTY/TDD General Inquiries - other than complaints)
Toll Free 1-800-387-9080 (Complaints, Referrals, General Inquiries)
Fax (416)314-4494 (General Inquiries - other than complaints)
Fax (416)326-9520 (Complaints, Referrals, General Inquiries)
Fax (416)314-4533 (Media Inquiries)
www.ohrc.on.ca
8:30 - 5:00 ♿

The Ontario **Human Rights** Commission administers and enforces the Ontario Human Rights Code, which provides for the right to equal treatment in **employment**, services, goods and facilities, contracts and **accommodation** without **discrimination** because of race, ancestry, place of origin, colour, sexual orientation, ethnic origin, **citizenship**, creed, sex, age, marital status, same-sex partnership status, family status, handicap, record of **offences** (employment only) and receipt of public assistance (accommodation only). The Commission implements a program of **investigation**, **mediation** and conciliation of **complaint**s and **enforcement**; **public education** and consultation with **employers**, unions, community groups and other stakeholders with a view to reducing prejudice and discrimination; and, **research** into patterns of discrimination.

Services offered to the Public:
Ontario Human Rights Commission (Policy and Education Branch)
Ontario Human Rights Inquiries

ACTS

Deaf-Blind Awareness Month Act, 2000, S.O. 2000, c.34
Human Rights Code, R.S.O. 1990 c. H.19
Ministry of Citizenship and Culture Act, R.S.O. 1990, c. M.18
Ontarians with Disabilities Act, 2001, S.O. 2001, c.32
Remembrance Day Observance Act, 1977, S.O. 1997, c.18

MINISTRY OF COMMUNITY, FAMILY AND CHILDREN'S SERVICES

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5666
TTY 1-800-387-5559
Toll Free 1-888-789-4199
www.gov.on.ca/CSS

The Ministry of Community, Family and Children's Services vision is to be an affordable and effective system of community and social services that supports and invests in: families, children and communities, to encourage responsibility and accountability; adults, so they can live as independently as possible; a services system in which children are safe and people most in need receive support. The ministry has two core businesses: income and employment supports; and social and community services. Services are provided to Ontarians who are vulnerable and in need, including adults, children and youth, and people with physical and developmental disabilities.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND MARKETING BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5200
Fax (416)325-5694 (Secured Fax)
8:00 - 5:30

The Communications and Marketing Branch establishes communications and marketing policy for the ministry and develops communications and marketing strategies to ensure that the public and people who rely on the ministry's support are aware of major programs and initiatives. The branch provides communications support to the offices of the Minister and Deputy Minister. Responsibilities include liaison with the media; providing creative services such as artwork and design; producing and distributing news releases, publications and audio-visual materials; preparing speeches for senior executives, directing advertising campaigns and managing responses to correspondence received by the minister on ministry activities and coordinating responses to Freedom of Information requests.

BRIEFINGS AND ISSUES UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5200
8:00 - 5:00

The Briefings and Issues Unit is responsible for supporting the ministry's issues management process, and preparing information used by the minister in the House.

CORPORATE FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY UNIT

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)326-2567
Fax (416)325-5192
8:00 - 5:00

The Corporate Freedom of Information and Protection of Privacy Unit coordinates the implementation of the Freedom of Information and Protection of Privacy Act (FIPPA) across the ministry.

CORRESPONDENCE UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5191
Fax (416)325-5192
8:00 - 5:30

The Correspondence Unit acts as a communication link between offices of the ministry and senior management by coordinating, editing and distributing correspondence written for the Minister's signature in response to incoming mail. The unit also participates in the preparation of environment scans for policy development and strategic communications purposes.

PUBLISHING, TRANSLATION AND ADMINISTRATION UNIT (PTA)

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
Fax (416)325-5191
Fax (416)325-5192
8:00 - 5:30

The Publishing, Translation and Administration Unit (PTA) is responsible for coordinating and providing creative services, desktop publishing and production of publications. The unit also provides translation services, administrative (finance and human resources) support to the branch as well as technological support throughout the branch, and manages the internet/intranet ministry's web sites.

STRATEGIC COMMUNICATIONS UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5151
(416)325-5156 (Media Line)
Fax (416)325-5172
8:00 - 5:30

The Strategic Communications Unit provides support throughout the ministry in communications planning and research.

HUMAN SERVICES INFORMATION AND INFORMATION TECHNOLOGY CLUSTER

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289
8:30 - 5:00

The Human Services I&IT Cluster provides information management and information technology solutions that enable and support the business requirements of the Ministry of Community, Family and Children's Services and the Ministry of Health and Long-Term Care.

BUSINESS SOLUTIONS DIVISION

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289
8:30 - 5:00

The Business Solutions Division works with program areas in both Ministry of Community, Family and Children's services and Ministry of Health and Long-Term Care to develop, maintain, and support the systems/applications required to deliver business operations. The Business Solutions Division has the following branches: Children's Programs I&IT and Corporate Systems; Community and Social Services Programs I&IT; Regional Operations Support; Health Care Programs I&IT; Health Services Programs I&IT.

CHILDREN'S PROGRAMS AND CORPORATE SYSTEMS I&IT

12th Flr, 5140 Yonge St
Toronto M2N 6L7
General Inquiry (416)327-4000
Fax (416)327-0457
Fax (416)327-4429 (9th Flr, 5700 Yonge St)
8:30 - 5:00

The Children's Programs I&IT branch is responsible for leading IM/IT strategic planning and for the development and maintenance of business applications integral to the delivery of the Integrated Services for Children and Healthy Babies programs.

COMMUNITY AND SOCIAL SERVICES I&IT

5th Flr, 5255 Yonge St
Toronto M2N 6P4
General Inquiry (416)212-2500
Toll Free 1-800-850-9645 (SDMT Helpdesk Internal)
Toll Free 1-800-808-2268 (SDMT HelpDesk External)
Fax (416)314-5400 (Human Resources Unit)
Fax (416)212-2502 (General)
Fax (416)212-2501 (Office of the Head)
8:30 - 5:00

The Community and Social Services I&IT branch is responsible for leading IM/IT strategic planning and for the development and maintenance of business applications integral to the delivery of Social Assistance and Employment Prorgrams.

HEALTH CARE PROGRAMS I&IT

7th Flr, 101 Bloor St W
Toronto M5S 6L7
General Inquiry (416)314-3747
Fax (416)314-5041
Fax (416)314-5033

The Health Care Programs I&IT branch is responsible for leading IM/IT strategic planning and for the development and maintenance of business applications integral to hospitals, long-term care programs and LTC facilities, emergency health, and mental health programs.

HEALTH SERVICES PROGRAMS I&IT

Macdonald-Cartier Bldg
4th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6237
Fax (613)548-6539

The Health Services Programs I&IT branch is responsible for leading IM/IT strategic planning and for the development and maintenance of business applications integral to Registration and Claims, Provider Services, ODP, Laboratories.

REGIONAL OPERATIONS SUPPORT I&IT

Suite 104, 4 Cataraqui St
Kingston K7K 1Z7
General Inquiry (613)548-6398
Fax (613)548-6450
Fax (416)327-1517 (12th Flr, 5140 Yonge St)
8:30 - 5:00

The Regional Operations Support I&IT branch is responsible for leading IM/IT strategic planning and for the development and maintenance of business applications integral to Regional Operations. The Regional Operations Support I&IT branch also has interim responsibility for corporate system testing.

INFORMATION MANAGEMENT AND IT SECURITY

Macdonald-Cartier Bldg
5th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)547-1890
Fax (613)548-6585
8:30 - 5:00

The Information Management and IT Security branch is responsible for securing/protecting access to ministry information by managing/maintaining the information management and information technology security infrastructure. The branch is also accountable for information architecture and data standards.

For information on I&IT Clusters, see introductory page x

PLANNING, FINANCE AND ADMINISTRATION

9th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)326-1473
Fax (416)314-0289
8:30 - 5:00

The Planning, Finance and Administration branch is responsible for the overall controllership and administrative services in the Cluster, including financial management, business, strategic and fiscal planning, and operational policy coordination.

TECHNOLOGY MANAGEMENT

9th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)326-1225
Fax (416)327-4429
Fax (613)548-6693 (5th Flr, Kingston)
8:30 - 5:00

The Technology Management Branch is responsible for managing, maintaining and supporting the technology infrastructure (e.g. mainframes, desktops, servers, network service management, telephony). The branch is also accountable for developing technology architecture criteria, and ensuring common standards and policies including common application systems, network protocols, database management systems and products.

LEGAL SERVICES BRANCH

17th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4900
Fax (416)327-0568
8:15 - 5:00

Legal Services Branch staff are employed by the Ministry of the Attorney General and seconded to the Ministry of Community, Family and Children's Services. Lawyers in the branch provide legal opinions and advice to the minister and ministry staff with respect to issues arising from the administration of the legislation and programs for which the ministry is responsible. They draft and interpret legislation and regulations, orders-in-council and agreements. They also represent the ministry before courts and tribunals.

ONTARIO'S PROMISE

Citadel
6th Flr Suite 601, 1075 Bay St
Toronto M7A 1R3
General Inquiry (416)327-1716
Toll Free 1-866-668-5437
Fax (416)326-3140
www.ontariospromise.com
8:30 - 5:00

Ontario's Promise is dedicated to creating meaningful partnerships between business, governments, non-profit agencies, service organizations, communities, families and individuals. This initiative is committed to delivering on five basic promises to provide Ontario's young people with: a healthy start in life; an adult who cares; safe places to learn and grow; the tools to succeed and a chance to make a difference. Ontario's Promise focuses on communications, corporate development and outreach.

BUSINESS PLANNING AND CORPORATE SERVICES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5595
Fax (416)325-5615

The Business Planning and Corporate Services Division is responsible for providing policy direction and support to the ministry in the areas of administrative services, controllerships, corporate policy and intergovernmental affairs, federal/provincial cost-sharing, financial planning and analysis and human resources. The division is comprised of three branches: Human Resources (including the broader public sector); Financial Planning and Business Management; and Corporate Policy and Intergovernmental Affairs. The Division is also the Ministry's point of contact with Internal Audit Division, Management Board Secretariat, and the Human Services I&IT Cluster.

COMPREHENSIVE AUDIT AND INVESTIGATIONS

30th Flr, 2 Bloor St W
Toronto M4W 3V5
General Inquiry (416)314-6920
Fax (416)314-3605
8:30 - 5:00

Comprehensive Audit and Investigations provides reasonable assurance that the core business goals and objectives of the ministry are met with due regard for controllership, value for money, the safeguard of public assets, and the security and safety of the workforce. This is accomplished through selected, risk-based independent review of the operations of the ministry, its transfer payment and scheduled agencies, boards and commissions, and through up-front audit advice and consultation services, educational services and special investigations as required.

CORPORATE POLICY AND INTERGOVERNMENTAL AFFAIRS BRANCH

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5373
Fax (416)325-5397
8:30 - 5:00

The Corporate Policy and Intergovernmental Affairs Branch provides strategic leadership within the Ministry for integrated planning, policy development, cross-ministry coordination and federal/provincial/territorial relations. The branch provides the ministry with the capacity for long-term planning and strategic policy.

CORPORATE POLICY UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5373
Fax (416)325-5397
8:30 - 5:00

The Corporate Policy Unit supports the ministry's annual business planning process through the development of policy strategies and performance measures for the upcoming year. In addition to helping coordinate the ministry's strategic policy agenda, the unit contributes to policy initiatives that cut across program areas. To promote effective management of ministry programs and policies,

the unit is also responsible for developing governance and accountability mechanisms that ensure consistent understanding and application of policies.

INTERGOVERNMENTAL AFFAIRS UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-9759
8:30 - 5:00

The Intergovernmental Affairs Unit provides leadership and develops policies for the ministry on social policy issues that cut across federal, provincial and territorial jurisdictions such as the National Child Benefit, the Early Childhood Development initiative and disability issues. The unit provides support and advice in preparation for and during meetings of Social Services Ministers, the annual Premiers' Conference and scheduled First Ministers' meetings. In addition, the unit liaises extensively with other jurisdictions and Ontario ministries on federal, provincial and territorial social policy issues.

POLICY COORDINATION UNIT

Hepburn Block
3rd Flr Rm 367, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5381
Fax (416)325-9759
8:30 - 5:00

The Policy Coordination Unit acts as the ongoing liaison between the Ministry and Cabinet Office. The unit supports the Minister and Deputy Minister in preparation for Cabinet and Cabinet Committee meetings, tracks Cabinet Committee decisions and reviews the legislative and policy proposals put forward by other ministries in order to assess the implications for ministry clients and stakeholders.

FINANCIAL PLANNING AND BUSINESS MANAGEMENT BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00

The Financial Planning and Business Management Branch is responsible for analyzing and evaluating the financial and resource implications of ministry programs; coordinating estimates preparation and multi-year financial planning; providing financial management services to ministry branches; coordinating better business practices; responsible for establishing standards in the area of controllership, risk management, and service management; and financial planning for the ministry and liaising with the Ministry of Finance and Management Board Secretariat.

BUSINESS ANALYSIS UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00

The Business Analysis Unit provides comprehensive business advice in support of funding, program and policy changes.

BUSINESS PLANNING AND ALLOCATIONS UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00

Business Planning and Allocations Unit coordinates the annual business planning process and estimates preparation, multi-year financial planning, and liaising with the Ministry of Finance and Management Board Secretariat.

BUSINESS PRACTICES UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)327-8825
8:30 - 5:00

The Business Practices Unit provides business tools and advice to encourage efficient and consistent business practices. This includes producing the ministry's transfer payment budget packages and maintaining the ministry's internal policy website (EMMA-Electronic Manual of Ministry Administration).

CONTROLLER'S OFFICE

10th Flr, 5700 Yonge St
Toronto M2M 4K5
(416)327-7972 (Inquiry Line)
Fax (416)326-8168

The Controller's Office provides guidance and directions to Regions, Facilities, and Corporate Office regarding effective application of controllership and risk management; develops and implements financial policies; and provides service management liaison between the ministry and the Shared Services Bureau.

FINANCIAL REPORTING UNIT

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5104
Fax (416)325-5125
8:30 - 5:00

The Financial Reporting Unit manages the in-year reporting and monitoring of the ministry's financial position. This includes forecasting, budgeting control, cost-sharing administration and capital.

HUMAN RESOURCES BRANCH

23rd Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4755
TTY (416)327-4817
Fax (416)327-0561
8:30 - 5:00

The Human Resources Branch supports the implementation of corporate initiatives and the ministry's core businesses and policy priorities by providing senior management, corporate office and field staff with comprehensive human resources advice, policy direction, strategic planning and interpretation of collective agreements and related legislation. The Human Resources Branch provides services in the following areas: Recruitment and Selection; Employment Transition; Performance Management; Succession Planning; Learning and Development; Organization Design; Job Classification; Pay and Benefits; Workplace Discrimination and Harrassement Prevention (WDHP); Health and Safety; Labour Relations; and Accommodation & Facilities Management.

COMMUNITY AND DEVELOPMENTAL SERVICES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-3694
Fax (416)325-5615
8:30 - 5:00

The Community and Developmental Services Division has the lead for developing community services and adult developmental services policies and programs. Through the work of the division, the ministry provides supports for people with disabilities and vulnerable **adults** to enable them to participate in community life as independently as possible; addresses violence against women and their children; implements homelessness initiatives and promotes health and well being in aboriginal communities.

COMMUNITY SERVICES AND HOMELESSNESS PREVENTION PROGRAMS BRANCH

12th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4971
Fax (416)325-8865
8:30 - 5:00

The **Community** Services and Homelessness Prevention Programs Branch is responsible for policy development and program design of community-based services for adults and families; and supports the Aboriginal Healing and Wellness Strategy.

ABORIGINAL HEALING AND WELLNESS STRATEGY

2nd Flr, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)326-6905
Fax (416)326-7934

The **Aboriginal** Healing and Wellness Strategy (AHWS) is a partnership among four government ministries (CFC, NAT, MOH and LTC, Ontario Women's Directorate) and 15 Aboriginal organizations and **First Nations**. Programs and services funded through AHWS address both the prevention of family violence and the improvement of **health** in Aboriginal communities, on-reserve and off-reserve. AHWS programs include women's shelters, health access centres, crisis/suicide intervention, health promotion/education, youth treatment, healing lodges and training. AHWS has a five-year term which ends in 2004.

COMMUNITY SERVICES UNIT

12th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4971
Fax (416)325-8865
8:30 - 5:00

Area of responsibility for the Community Services Unit includes the **Violence** Against **Women** Prevention Programs which provide support services to women who are **victim**s of violence and their families; Interpreter Services for people who are **deaf** and Intervenor Services for those who are deaf/**blind**; **Aboriginal** Services; and liaison with the Ontario College of Social Workers and Social Service Workers.

HOMELESSNESS PREVENTION PROGRAMS UNIT

12th Flr, 56 Wellesley St W
Toronto M7A 1E9
General Inquiry (416)327-4971
Fax (416)325-8865

The **Homeless**ness Prevention Programs target homelessness under the 1999 Provincial Homelessness Strategy. Municipalities are the systems managers for homelessness prevention programs and manage provincial funds to address homelessness.

DEVELOPMENTAL SERVICES BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4954
Fax (416)325-5554
8:30 - 5:00

The Developmental Services Branch is responsible for identification and development of policy in the area of developmental services, support to program delivery at the Regional Office level. The branch provides policy leadership in the area of developmental services, working with other ministries in the provincial government, other levels of government and service delivery agents.

INTEGRATED SERVICES FOR CHILDREN DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-8322
Fax (416)314-1862
8:30 - 5:00

The Ministries of Community, Family and Children's Services, Health and Long-Term Care, Education, Training, Colleges and Universities, Citizenship and Tourism and Recreation are working together to improve service coordination and integration at the community level. The Integrated Services for Children Division is responsible for designing and implementing service delivery strategies that ensure integration. The initial focus is on children and families at risk.

CHILD WELFARE AND YOUNG OFFENDERS BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00

Child Welfare and Young Offenders Branch is responsible for policy development and program design related to child protection services and young offender services for youth 12-15.

CHILDREN WITH SPECIAL NEEDS BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00

The Children With Special Needs Branch is responsible for Policy/Program development for the Ministries of Community, Family and Children's Services and Health and Long-Term Care in the areas of Children's Mental Health, Autism, Special Needs Children, Developmental Services for Children, Children's Rehabilitation Services, Respite, Special Services at Home and Assistance for Children with Severe Disabilities.

CHILDREN WITH SPECIAL NEEDS BRANCH (WELLESLEY ST W)
15th Flr, 56 Wellesley St W
Toronto M7A 2B7
General Inquiry (416)326-2800
Fax (416)326-8395
8:30 - 5:00

EARLY YEARS AND HEALTHY CHILD DEVELOPMENT BRANCH

Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00

Working within the Ministries of Health and Long-Term Care and Community, Family and Children's Services, the Early Years and Healthy Child Development Branch supports the healthy development of Children by providing integrated policy direction and program planning for programs and services which invest in and support children on a physical, social, learning and emotional basis.

EARLY YEARS CHALLENGE FUND BRANCH

15th Flr, 56 Wellesley St W
Toronto M7A 2B7
General Inquiry (416)326-2800
Fax (416)326-0478
8:30 - 5:00

The Early Years Challenge Fund Branch promotes the healthy growth and development of all **children** (pre-conception - six) so they can reach their full potential, by supporting and fostering cross-sectoral partnerships to provide community-based early years and parenting programs for children, parents and caregivers. The Early Challenge Fund Branch will match both case and in-kind contributions from communities for early years projects. Through this fund, the government has challenged the private sector, not-for-profit and other partners to develop collaborative and creative early year initiatives to support children and families.

PROGRAM MANAGEMENT DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5581
Fax (416)325-5432
8:30 - 5:00

The Program Management Division (PMD) is responsible for the delivery of programs and services of the ministry. PMD consists of 9 Regional Offices; 3 Schedule 1 Facilities for people with developmental **disabilities**; Management Support Branch (MSB); Provincial Services Branch (PSB); Social Assistance and Municipal Operations Branch (SAMO); Family Responsibility Office (FRO); and the Office of Child and Family Service Advocacy. MSB coordinates management functions which provide decision-making support to the ADM; coordinates operational support to Regional Offices and connects them to corporate activities and provides input to policy branches; and PSB delivers province-wide services such as adoptions. The Office of Child and Family Service Advocacy is responsible for protecting the rights and interests of children and youth.

FAMILY RESPONSIBILITY OFFICE

PO Box 220 Downsview Post Office
Downsview M3M 3A3
(416)240-2410 (Reciprocal Enforcement of Support Orders - RESO)
(416)326-1817 (Client Services, M-Th 8 AM - 7 PM, Fri 8 AM - 5 PM)
(416)326-1818 (Automated Information - 7 days, 24 hrs)
TTY (416)240-2414
Toll Free 1-800-267-4330 (Client Services Outside 416 & 905 Local Calling Area)
Toll Free 1-800-267-7263 (Automated Info Outside 416 & 905 Local Calling Area)
Fax (416)240-2401 (Client Services)
8:30 - 5:00

The Family Responsibility Office (FRO) operates under the authority of the Family Responsibility and Support Arrears **Enforcement** Act, 1996 to administer and enforce **court** orders for child and spousal support. It also enforces domestic contracts, such as, separation agreements that are filed with the courts, and ensures compliance with **support orders** from reciprocating jurisdictions.

Services offered to the Public:
Family Responsibility

MANAGEMENT SUPPORT BRANCH

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5444
Fax (416)212-1499
8:30 - 5:00

The Management Support Branch is the focal point for the collection and distribution of information between field offices and head office, implementation support of corporate initiatives and monitoring and reporting. The branch supports the management of ministry programs and resources by working with program staff in regional offices. The branch includes the following units: Community and Developmental Services Programs; French Language Services; Human Resources and Provincial Training; Finance and Information Technology and Organizational Development.

COMMUNITY AND DEVELOPMENTAL SERVICES PROGRAMS UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-2998
Fax (416)325-5500
8:30 - 5:00

The Community and Developmental Services Programs Unit is responsible for providing children's and adult's services support within the Program Management Division, identifying and resolving issues and monitoring program delivery.

FINANCE AND INFORMATION TECHNOLOGY UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5725
Fax (416)325-9631
8:30 - 5:00

The Finance and Information Technology Unit coordinates information requests, supports information and technology planning and implementation and analyses the financial impact of program decisions on the Program Management Division.

HUMAN RESOURCES UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5485
Fax (416)325-9631
8:30 - 5:00

The Human Resources Unit provides leadership and strategic management of human resources for the Program Management Division. Strategic advice and coordination is provided to support the Assistant Deputy Minister, Program Management Division, as well as the corporate offices, regional offices and facilities within the division.

PROVINCIAL TRAINING SECTION

7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5472
Fax (416)325-9631
8:30 - 5:00

The Provincial Training Section is responsible for provincial coordination of training, product development and delivery to support the Program Management Division.

ORGANIZATIONAL DEVELOPMENT UNIT

Hepburn Block
7th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5508
Fax (416)325-9631
8:30 - 5:00

The Organizational Development Unit provides organizational support within the Program Management Division on cross-cutting issues and support to divisional decision-makers.

OFFICE OF CHILD AND FAMILY SERVICE ADVOCACY (ADVOCACY OFFICE)

5th Flr, Suite 503, 250 Davisville Ave
Toronto M7A 1G2
General Inquiry (416)325-5669
TTY (416)325-2648
Toll Free 1-800-263-2841
Fax (416)325-5681
8:30 - 5:00

The Office of Child and Family Service Advocacy (Advocacy Office) protects the rights and interests of **children, youth** and **families** receiving or seeking services provided by the Ministry of Community, Family and Children's Services, Ministry of Public Safety and Security (**Young Offender**s Phase 2), Ministry of Education (Residential and Demonstration Schools). It advocates mediate **complaints**; negotiates with service providers, government officials in the community; identifies systemic problems affecting youth; advises ministries of gaps in service delivery.

Services offered to the Public:
Office of Child and Family Service Advocacy

PROVINCIAL SERVICES BRANCH

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4733
Fax (416)327-0573
8:30 - 5:00

The Provincial Services Branch provides provincial management/coordination of direct services legislated under Child and Family Services Act pertaining to Private and International Adoption, Adoption Disclosure, Child Welfare Review and Child Abuse Register, and support services provided through Chaplaincy Services Ontario, Boards and Commissions and the Disability Adjudication Unit.

CENTRAL SERVICES UNIT

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4730
Fax (416)327-0573
8:30 - 5:00

The Central Services Unit provides provincial management/coordination of direct services as legislated by the Child and Family Services Act pertaining to **Adoption** (Private and International), Adoption Disclosure, Child Welfare Review, Child Abuse Register, maintenance and retention of adoption and **Crown Ward records**, Chaplaincy Services and support to three boards (Child and Family Services Review, Custody Review and Soldier's Aid Commission).

Services offered to the Public:
Adoptions Disclosure Register
Child Abuse Register
Youth Corrections Program

ADOPTION DISCLOSURE SECTION

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4730
Fax (416)327-0573
Fax (416)326-6867
8:30 - 5:00

The **Adoption** Disclosure Unit provides a register for adult adoptees, adopted in Ontario, birth parents and birth relatives (siblings and grandparents) who wish to contact each other. The unit also conducts searches to try to locate specific birth relatives at the request of an adult adoptee. Priority searches are conducted for health, safety or welfare reasons.

CHAPLAINCY SERVICES ONTARIO

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)326-6859
Fax (416)327-0573
8:30 - 5:00

Chaplaincy Services Ontario, through its structure and through the Ontario Multifaith Council on Spiritual and Religious Care (OMCSRC), coordinates and develops effective spiritual and religious care in Schedule I facilities, and where requested or appropriate, in community programs and/or transfer payment agencies of the Ministries of Community, Family and Children's Services, Public Safety and Security and Health and Long-Term Care.

CHILD ABUSE REGISTER SECTION

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4680
Fax (416)327-1203
8:30 - 4:45

The Child **Abuse** Register Section protects the best interests of the **children** by maintaining **records** of verified abuse cases and sharing information with Children's Aid Societies (CAS) investigating reported cases of abuse.

CHILD AND FAMILY SERVICES REVIEW BOARD

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4673
Fax (416)327-0558

The Child and Family Services Review Board provides an **appeal** mechanism under the Child and Family Services Act (CFSA), the Intercountry **Adoption** Act and the Education Act. The board makes specific decisions on the residential placement of **children**; refusal of placement by private adoption licensees; adoption placement, refusal to disclose non-identifying adoption information; applications for the release of children from emergency secure treatment facilities; and expulsion of a student by a **school board**. The board operates independently.

CHILD WELFARE REVIEW UNIT

30th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4730
Fax (416)326-5359
8:30 - 5:00

The Child Welfare Review Unit is responsible for conducting annual file reviews to ensure the well being of **children** in the care of, or being serviced by Children's Aid Societies in the Province.

CUSTODY REVIEW BOARD

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4672
Toll Free 1-800-597-6088
Fax (416)327-0558

The **Custody** Review Board reviews placements and may hold **hearings** at the request of young persons in custody. The board operates jointly with the Ministry of Public Safety and Security and the Ministry of Community, Family and Children's Services. The board operates independently.

PRIVATE AND INTERNATIONAL ADOPTIONS SECTION

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)325-4730
Fax (416)327-0573
8:30 - 5:00

The Private and **International Adoption**s Section monitors and regulates the Ontario system of private and international adoption for the benefit of **children**, birth parents and adoptive parents.

SOLDIERS' AID COMMISSION OF ONTARIO

24th Flr, 2 Bloor St W
Toronto M7A 1E9
General Inquiry (416)327-4674
Fax (416)327-1203
8:30 - 5:00

The Soldiers' Aid Commission is a schedule 1 operational agency that reviews and administers applications for emergency **financial assistance** made by eligible **veterans** and their dependents.

WELFARE FRAUD HOTLINE UNIT

PO Box 30
Toronto M7A 1E9
Toll Free 1-800-394-7867

The **Welfare Fraud** Hotline number is available for the public to report suspected cases of Ontario Works or Ontario Disablility Support Program Fraud.

DISABILITY ADJUDICATION UNIT

PO Box B18
Toronto M7A 1R3
TTY (416)326-3372
Toll Free 1-888-256-6758
Fax (416)326-6913

The **Disability** Adjudication Unit provides a central adjudication service for applicants referred from provincial Ontario Disability Support Program offices and Municipal Ontario Works offices to determine whether an applicant meets the eligibility criteria as a person with a disability as defined by the Ontario Disability Support Program Act.

REGIONAL OFFICES

CENTRAL EAST REGIONAL OFFICE
465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900
TTY (905)715-7759
Toll Free 1-877-669-6658
Fax (905)895-6804 (Community Programs)
Fax (905)895-1835 (Business Services)
Fax (905)895-4330 (Regional Director, Human Resources)
Fax (905)715-7662 (ODSP)
Fax (905)715-7743 (Probation Services)
8:30 - 5:00

CENTRAL EAST REGION - NEWMARKET

COMMUNITY PROGRAMS AND SERVICES UNIT
465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900
TTY (905)715-7759
Toll Free 1-877-669-6658
Fax (905)895-6804
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900
TTY (905)715-7759
Toll Free 1-877-669-6658
Fax (905)715-7662
8:30 - 5:00

PROBATION SERVICES
465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)868-8900
TTY (905)715-7759
Toll Free 1-877-669-6658
Fax (905)715-7743
8:30 - 5:00

HURONIA REGIONAL CENTRE - ORILLIA
700 Memorial Ave
PO Box 1000
Orillia L3V 6L2
General Inquiry (705)326-7361
Fax (705)326-5269 (Administration)
Fax (705)326-2606 (Purchasing)
Fax (705)326-3445 (Human Resources)
8:15 - 4:30

LOCAL OFFICE - AJAX
Unit 13, 467 Westney Rd S
Ajax L1S 6V8
General Inquiry (905)683-1250
Fax (905)683-6521
8:30 - 5:00

PROBATION SERVICES
Unit 13, 467 Westney Rd S
Ajax L1S 6V8
General Inquiry (905)683-1250
8:30 - 5:00

LOCAL OFFICE - BARRIE
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
TTY (705)737-9601
Toll Free 1-800-461-7551
Fax (705)737-4197 (ODSP)
Fax (705)737-5142 (Probation)
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
TTY (705)737-9601
Toll Free 1-800-461-7551
Fax (705)737-4197
8:30 - 5:00

PROBATION SERVICES
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1311
TTY (705)737-9601
Toll Free 1-800-461-7551
Fax (705)737-5142 (Probation)
8:30 - 5:00

LOCAL OFFICE - LINDSAY
2nd Flr, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6128
TTY (705)324-7935
Toll Free 1-800-565-3554
Fax (705)324-5244
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
2nd Flr, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6128
TTY (705)324-7935
Toll Free 1-800-565-3554
Fax (705)324-5244
8:30 - 5:00

PROBATION SERVICES
2nd Flr, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6128
TTY (705)324-7935
Toll Free 1-800-565-3554
Fax (705)324-5244
8:30 - 5:00

LOCAL OFFICE - ORILLIA
Cottage C, 700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
TTY (705)325-3887
Toll Free 1-800-565-9871
Fax (705)325-0443
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
Cottage C, 700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
TTY (705)325-3887
Toll Free 1-800-565-9871
Fax (705)325-0443
8:30 - 5:00

PROBATION SERVICES
Cottage C, 700 Memorial Ave
PO Box 98
Orillia L3V 6H9
General Inquiry (705)325-7408
TTY (705)325-3887
Toll Free 1-800-565-9871
Fax (705)325-0443
8:30 - 5:00

LOCAL OFFICE - PETERBOROUGH
178 Charlotte St
Peterborough K9J 2T8
General Inquiry (705)742-9292
TTY (705)742-8915 (1st Flr)
TTY (705)742-7507 (2nd Flr)
Toll Free 1-800-663-8560
Fax (705)743-7998
Fax (705)742-8048 (ODSP)
8:30 - 5:00

COMMUNITY PROGRAMS AND SERVICES UNIT
178 Charlotte St
Peterborough K9J 2T8
General Inquiry (705)742-9292
TTY (705)742-7507
Toll Free 1-800-663-8560
Fax (705)743-7998
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
178 Charlotte St
Peterborough K9J 2T8
General Inquiry (705)742-9292
TTY (705)742-8915 (1st Flr)
TTY (705)742-7507 (2nd Flr)
Toll Free 1-800-663-8560
Fax (705)742-8048
8:30 - 5:00

PROBATION SERVICES
178 Charlotte St
Peterborough K9J 2T8
General Inquiry (705)742-9292
TTY (705)742-7507
Toll Free 1-800-663-8560
Fax (705)743-7998
8:30 - 5:00

LOCAL OFFICE - PORT HOPE
138 Hope St N
Port Hope L1A 2P1
General Inquiry (905)885-9263
TTY (905)742-8915
Toll Free 1-800-661-3081
Fax (905)885-4843
8:30 - 5:00

PROBATION SERVICES
138 Hope St N
Port Hope L1A 2P1
General Inquiry (905)885-9263
8:30 - 5:00

LOCAL OFFICE - WHITBY
1400 Hopkins St
Whitby L1N 2C3
General Inquiry (905)665-1030
TTY (905)665-1053
Toll Free 1-800-722-1196
Fax (905)665-1050 (ODSP)
Fax (905)665-1043 (Probation)
8:30 - 5:00

COMMUNITY PROGRAMS AND SERVICES UNIT
1400 Hopkins St
Whitby L1N 2C3
General Inquiry (905)665-1030
TTY (905)665-1053
Toll Free 1-800-722-1196
Fax (905)665-1043
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
1400 Hopkins St
Whitby L1N 2C3
General Inquiry (905)665-1030
TTY (905)665-1053
Toll Free 1-800-722-1196
Fax (905)665-1050
8:30 - 5:00

PROBATION SERVICES
1400 Hopkins St
Whitby L1N 2C3
General Inquiry (905)665-1030
TTY (905)665-1053
Toll Free 1-800-722-1196
Fax (905)665-1043
8:30 - 5:00

CENTRAL WEST REGIONAL OFFICE - MISSISSAUGA
Unit 200, 6733 Mississauga Rd
Mississauga L5N 6J5
General Inquiry (905)567-7177x232
French Phone (905)567-7177
Toll Free 1-877-708-2896 (Serious Occurrence Reporting)
Toll Free 1-877-832-2818 (Main)
Fax (905)567-3218 (Human Resources)
Fax (905)567-3215 (Regional Director; Business Unit; Finance; ODSP; Community Programs)
Fax (905)567-3216 (Licensing - Child Care facilities, Group Homes, Foster Homes)
Fax 1-877-708-2895 (Serious Occurrence Reporting)
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - REGIONAL OFFICE
Unit 200, 6733 Mississauga Rd
Mississauga L5N 6J5
General Inquiry (905)567-7177
Toll Free 1-877-832-1818
Fax (905)567-3215
8:30 - 5:00

LOCAL OFFICES

EMPLOYMENT SUPPORTS PROGRAM - CAMBRIDGE
Suite 605, 75 Water St N
Cambridge N1R 7L6
General Inquiry (519)623-1230
TTY (519)623-6593
Fax (519)623-4752
8:30 - 5:00

EMPLOYMENT SUPPORTS PROGRAM - GUELPH
86 Gordon St
Guelph N1H 4H6
General Inquiry (519)822-7500x250
Toll Free 1-800-567-2953
Fax (519)837-0789
8:30 - 5:00

EMPLOYMENT SUPPORTS PROGRAM - HALTON
440 Elizabeth St
Burlington L7R 2M1
General Inquiry (905)637-4500x4644
TTY (905)681-0720
Toll Free 1-800-567-6388
Fax (905)681-0422
8:30 - 5:00

EMPLOYMENT SUPPORTS PROGRAM - KITCHENER/WATERLOO
2nd Flr, 385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (519)886-4700
Toll Free (519)441-9820
Fax (519)886-8997
8:30 - 5:00

EMPLOYMENT SUPPORTS PROGRAM - PEEL
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3146
TTY (905)897-3162
Toll Free 1-800-361-0897
Fax (905)897-7419
8:30 - 5:00

ONTARIO DISABILITY AND SUPPORT PROGRAM - CAMBRIDGE
Suite 605, 73 Water St N
Cambridge N1R 7L6
General Inquiry (519)623-1230
TTY (519)623-6593
Fax (519)623-4752
8:30 - 5:00

ONTARIO DISABILITY AND SUPPORT PROGRAM - GUELPH
Wellington Plaza
86 Gordon St
Guelph N1H 4H6
General Inquiry (519)822-7500
TTY (519)822-1561
Toll Free 1-800-567-2953
Fax (519)837-0789
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - HALTON
Burlington Resource Ctr (John St Entrance)
2nd Flr, 440 Elizabeth St
Burlington L7R 2M1
General Inquiry (905)637-4500
TTY (905)681-0720
Toll Free 1-800-567-6388
Toll Free French 1-800-361-0897
Fax (905)681-0422
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - PEEL
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3100
TTY (905)897-3109
Toll Free 1-800-361-0897
Fax (905)897-5129
8:45 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM- KITCHENER/WATERLOO
2nd Flr, 385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (519)886-4700
TTY (519)886-8304
Toll Free 1-800-441-9820
Fax (519)886-8997
8:30 - 5:00

SPECIAL SERVICES AT HOME - (ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES)
2nd Flr, 385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (519)886-4700
Toll Free 1-800-441-9820
Fax (519)885-1580
8:30 - 5:00

SPECIAL SERVICES AT HOME - (ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES)
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3147
TTY (905)897-3162
Toll Free 1-800-361-0897
Fax (905)897-0417
8:30 - 5:00

PROBATION (YOUNG OFFENDERS)

The Probation Unit supervises the delivery of direct services to young offenders and provides case management to youth who are receiving these services. Services may include probation, custody supervision, alternative measures, etc.

PROBATION - BRAMPTON
404-201 County Court Blvd
Brampton L6W 4L2
General Inquiry (905)456-3430
Toll Free 1-800-701-2814
Fax (905)874-4016
8:30 - 5:00

PROBATION - BURLINGTON
Unit 606-607, 2319 Fairview St
Burlington L7R 2E3
General Inquiry (905)639-5371
TTY (905)639-3304
Toll Free 1-800-461-5876
Fax (905)639-3415
8:30 - 5:00

PROBATION - CAMBRIDGE
35 Dickson St
Cambridge N1R 7A6
General Inquiry (519)623-6400
Fax (519)623-6562
8:30 - 5:00

PROBATION - GUELPH
86 Gordon St
Guelph N1H 4H6
General Inquiry (519)822-7500
Toll Free 1-800-567-2953
Fax (519)837-0789
8:30 - 5:00

PROBATION - KITCHENER/WATERLOO
2nd Flr, 385 Fairway Rd S
Kitchener N2C 2N9
General Inquiry (519)886-4700
TTY (519)886-8304
Toll Free 1-800-441-9820
Fax (519)886-8997
8:30 - 5:00

PROBATION - MALTON
L L 19, 7205 Goreway Dr
Malton L4T 2T9
General Inquiry (905)677-8546
Fax (905)677-2039
8:30 - 5:00

PROBATION - MISSISSAUGA
Suite 212, 1140 Burnhamthorpe Rd W
Mississauga L5C 4E9
General Inquiry (905)897-3148
Toll Free 1-800-361-0897
Fax (905)897-0925
8:30 - 5:00

PROBATION - OAKVILLE
c/o Halton CAS
1st Flr, 465 Morden Rd
Oakville L6K 3W6
General Inquiry (905)842-3565
Toll Free 1-800-665-9431
Fax (905)842-0218
8:30 - 5:00

PROBATION - ORANGEVILLE
c/o Provincial Court
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)942-1771
Fax (519)942-3035
8:30 - 5:00

THISTLETOWN REGIONAL CENTRE FOR CHILDREN AND ADOLESCENTS
Thistletown Regional Ctr
51 Panorama Crt
Etobicoke M9V 4L8
(416)326-0600 (Switchboard)
Fax (416)326-9078
8:30 - 5:00

ADOLESCENT SERVICES

Thistletown Regional Ctr
51 Panorama Crt
Etobicoke M9V 4L8
General Inquiry (416)326-0735
8:30 - 5:00

Adolescent Services provides a comprehensive range of clinical resources for hard-to-serve adolescents, their families, caregivers and other agencies. Clinical services are provided by a multi-disciplinary treatment team through day treatment, assessment and after care programs.

INTERFACE PROGRAM

Thistletown Regional Ctr
51 Panorama Crt
Etobicoke M9V 4L8
General Inquiry (416)326-0750
Fax (416)326-0936
9:00 - 5:00

INTERFACE (Integrated Resources for Family Assessment, Consultation and Education) is a service developed to meet the needs of agencies and hard-to-serve families with troubled children.

SAFE-T PROGRAM

Thistletown Regional Ctr
51 Panorama Crt
Etobicoke M9V 4L8
General Inquiry (416)326-0647
Fax (416)326-6581
8:30 - 5:00

SAFE-T (Sexual Abuse Family Education, Treatment) is a specialized community based clinic offering clinical assessment, treatment and long term support to **children**, youth and their families where there is intrafamilial child sexual abuse, children with sexual behaviour problems and/or adolescent sexual offending.

TRE-ADD PROGRAM

Thistletown Regional Ctr
51 Panorama Crt
Etobicoke M9V 4L8
General Inquiry (416)326-0608
8:30 - 5:00

TRE-ADD (Treatment, Research and Education for Autism and Developmental Disorders) is a comprehensive, community-based program for **children** and adolescents with autism and developmental disorders.

EASTERN REGIONAL OFFICE - OTTAWA
2nd 3rd 4th 5th 6th and 7th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-3959 (ODSP Income Support)
TTY (613)787-5264 (Employment Support)
Toll Free 1-800-267-5111
Fax (613)787-5252 (Employment Supports)
Fax (613)787-3990 (7th Flr)
Fax (613)787-4090 (6th Flr)
Fax (613)787-4096 (CVP, ODSP - Team 4)
Fax (613)787-6001 (HR, Eligibility Review, 2nd Flr)
8:30 - 5:00 ♿

COMMUNITY SERVICES (C.S.)

Community Services provides services directly or through contracting with community-based mandated and other services described in the Ministry's Business Plan. Clients are children in need of protection, young offenders, children and adults with developmental disabilities and children requiring mental health supports. It also provides funds and supports to the Consolidated Municipal Services Managers (Municipalities) in the administration of Ontario Works, LEAP and Homelessness and Family Violence Programs.

ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES/SPECIAL SERVICES AT HOME
2nd Flr, 10 Rideau St
Ottawa K1N 9J1
(613)787-4064 (Special Services at Home)
(613)788-2399 (Assistance for Children with Severe Disabilities)
Toll Free 1-800-267-5111 (Ottawa)
Toll Free 1-800-565-5374x354 (Cornwall)
Fax (613)787-6001
8:30 - 5:00 ♿

COMMUNITY SERVICES 1

7th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
Fax (613)787-3990
8:30 - 5:00 ♿

Children's and Developmental Services Programs provides service directly or through contracting with community-based mandated and other services described in the Ministry Business Plan. Clients are children in need of protection, young offenders, children and adults with developmental disabilities and children requiring mental health supports.

COMMUNITY SERVICES 2

7th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
Fax (613)787-3990
8:30 - 5:00

Municipal Program and Community Services provides funds and supports to the Consolidated Municipal Services Managers (Municipalities) in the administration of Ontario Works, LEAP, and Homelessness and Family Violence Programs.

LOCAL OFFICES

CORNWALL LOCAL OFFICE
3rd Flr, 4 Montreal Rd
Cornwall K6H 1B1
General Inquiry (613)932-3381
Toll Free 1-800-565-5374
Fax (613)933-0354 (3rd Flr. ODSP)
Fax (613)932-1597 (Admin)
8:30 - 5:00

HAWKESBURY LOCAL OFFICE
692 Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-1171
Toll Free 1-800-565-4431
Fax (613)632-6805
8:30 - 5:00

PEMBROKE LOCAL OFFICE
3rd Flr, 77 Mary St
Pembroke K8A 5V4
General Inquiry (613)735-1073
TTY (613)735-7005
Toll Free 1-800-267-0112
TTY Toll Free 1-800-735-7005
Fax (613)735-6256
8:30 - 5:00

BARRY'S BAY SATELLITE OFFICE
Renfrew County Health Unit
6 Dunne St
PO Box 40
Barry's Bay K0J 1B0
General Inquiry (613)756-3506
General Inquiry (613)432-4886
8:30 - 4:30

RENFREW SUB OFFICE
357 Raglan St S
Renfrew K7V 1R6
General Inquiry (613)432-4886
TTY (613)432-8584
Toll Free 1-800-267-5872
Fax (613)432-9872
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
5th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-3959
TTY (613)787-5264 (Employment Supports)
Toll Free 1-800-267-5111 (10 Rideau St)
Fax (613)787-3262 (Admin. Support & Team 5)
Fax (613)787-5252 (Employment Supports)
Fax (613)788-2382 (ODSP Program Manager)
Fax (613)787-5255 (ERO)
Fax (613)787-4096 (Team 2 & 4)
Fax (613)787-5291 (Team 3 & Team 5 Intake)
8:30 - 5:00

INCOME SUPPORT

ODSP TEAM 1 - INCOME SUPPORT (ERO, ORFUS AND CVP)
2nd Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-3959
Toll Free 1-800-267-5111
Fax (613)787-5255
8:30 - 5:00

ODSP TEAM 2 - CONSOLIDATED VERIFICATION PROCESS
5th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)236-4313
TTY (613)787-3959
Fax (613)787-4096
8:30 - 5:00

ODSP TEAM 3 - INCOME SUPPORT (CASE MANAGEMENT)
5th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-3959
Fax (613)787-5291
8:15 - 5:00

ODSP TEAM 4 - INCOME SUPPORT (CASE MANAGEMENT)
4th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-3959
Fax (613)787-4096
8:30 - 5:00

ODSP TEAM 5 - INCOME SUPPORT INTAKE AND CASE MANAGEMENT
4th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)787-3951
General Inquiry (613)234-1188
TTY (613)787-3959
Fax (613)787-5291
Fax (613)787-3262
8:30 - 5:00

ODSP EMPLOYMENT SUPPORTS
4th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)234-1188
TTY (613)787-5264
Toll Free 1-800-267-5111
Fax (613)787-5252
8:30 - 5:00

PROBATION OFFICES

PROBATION SERVICES, CORNWALL
Suite 301, 4 Montreal Rd
Cornwall K6H 1B1
General Inquiry (613)938-1581
Fax (613)938-5052
8:30 - 4:30

PROBATION SERVICES, HAWKESBURY
692 Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-1172
Fax (613)632-6805
8:30 - 5:00

PROBATION SERVICES, OTTAWA
1980 Ogilvie Rd
PO Box 175
Gloucester K1J 9L3
General Inquiry (613)742-0722
Fax (613)742-0721
8:30 - 5:00

PROBATION SERVICES, PEMBROKE
3rd Flr, 77 Mary St
Pembroke K7A 5V4
General Inquiry (613)735-1073
Fax (613)735-6256
8:30 - 4:30

RIDEAU REGIONAL CENTRE - SMITHS FALLS
PO Box 2000
Smiths Falls K7A 4T7
General Inquiry (613)284-0123
Fax (613)284-2753 (Manager, Buildings and Plant)
Fax (613)284-0361 (Manager, Material Services)
Fax (613)283-3463 (Administrator)
Fax (613)284-0279 (Director, Client Services - Clinical Lead)
Fax (613)284-8068 (Director, Employee Services)
8:15 - 4:30

HAMILTON/NIAGARA REGIONAL OFFICE - HAMILTON
Ellen Fairclough Bldg
Suite 600, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7280
TTY (905)546-8276
TTY Toll Free 1-866-221-2229
Fax (905)546-8284 (Income Support and Employment Supports)
Fax (905)521-7736 (Human Resources)
Fax (905)521-7303 (ODSP Management/ Employment Supports Management)
Fax (905)546-8277 (Regional Director, Municipal Services Unit)
Fax (905)521-7565 (Probation Services)
Fax (905)521-7442 (Business Unit & Information Technology)
Fax (905)546-8247 (Community Programs Unit)
8:30 - 5:00

LOCAL OFFICES

BRANTFORD - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORTS
3rd Flr, 38 Darling St
Brantford N3T 6A8
General Inquiry (519)756-5790
(519)756-5790 (Income Support / Employment Supports)
TTY (519)756-3693
Toll Free 1-866-729-2228
TTY Toll Free 1-888-814-7005
Fax (519)756-2320
8:30 - 5:00

HAMILTON - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORTS
Ellen Fairclough Bldg
Suite 600, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7280
(905)521-7549 (Employment Supports)
TTY (905)546-8276
Toll Free 1-800-561-0369
TTY Toll Free 1-866-221-2229
Fax (905)546-8284 (Income Support / Employment Supports)
8:30 - 5:00

SIMCOE - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORT
25 Kent St N
Simcoe N3Y 3S1
General Inquiry (519)426-9350
TTY (519)426-0351
Toll Free 1-800-265-8071
Fax (519)426-7909
8:30 - 5:00

ST CATHARINES - ODSP OFFICE - INCOME SUPPORT AND EMPLOYMENT SUPPORTS
Garden City Tower
Mezzanine, 301 St Paul St
St Catharines L2R 7R4
(905)688-3022 (Income Support)
(905)688-3022 (Employment Supports)
TTY (905)688-1140
Toll Free 1-800-263-5413
Fax (905)688-2904
8:30 - 5:00

PROBATION AND COMMUNITY SERVICES OFFICES

BRANTFORD, PROBATION SERVICES, PHASE I, YOUNG OFFENDERS
3rd Flr, 38 Darling St
Brantford N3T 6A8
General Inquiry (519)756-5790
Fax (519)756-2320
8:30 - 5:00

HAMILTON, PROBATION SERVICES, PHASE I, YOUNG OFFENDERS
Ellen Fairclough Bldg
8th Flr Suite 600, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7458
Fax (905)521-7565
8:30 - 5:00

SIMCOE, PROBATION SERVICES, PHASE I, YOUNG OFFENDERS
25 Kent St N
Simcoe N3Y 3S1
General Inquiry (519)428-0380
Toll Free 1-800-265-8071
Fax (519)426-7909
8:30 - 5:00

ST CATHARINES, COMMUNITY PROGRAMS
Ground Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3215
(905)704-3209 (SSAH/ACSD)
Toll Free 1-877-995-1499
Fax (905)704-3222
8:30 - 5:00

ST CATHARINES, PROBATION SERVICES, PHASE I, YOUNG OFFENDERS
Ground Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3215
Fax (905)704-3222
8:30 - 5:00

NORTH EAST REGIONAL OFFICE
621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
TTY (705)474-7665
Toll Free 1-800-461-6977
Fax (705)474-5044 (HR Unit)
Fax (705)474-3830 (Ontario Disability Support Program; Employment Supports; Probation Services)
Fax (705)474-5815 (Regional Unit; Municipal Services Unit)
Fax (705)474-3825 (Program Unit; Business Services Unit)
8:30 - 5:00

COMMUNITY PROGRAMS
621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
TTY (705)474-7665
Fax (705)474-5815 (Regional Unit)
Fax (705)474-3825 (Program Unit)
8:30 - 5:00

LOCAL OFFICE - BRACEBRIDGE ONTARIO DISABILITY SUPPORT PROGRAM AND EMPLOYMENT SUPPORTS
280 Manitoba St
PO Box 838
Bracebridge P1L 1S5
General Inquiry (705)645-8718
TTY (705)645-7904
Toll Free 1-800-665-9718
Fax (705)645-7568
8:30 - 5:00

NORTH BAY - ONTARIO DISABILITY SUPPORT PROGRAM AND EMPLOYMENT SUPPORTS
621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
TTY (705)474-7665
Toll Free 1-800-461-6977
Fax (705)474-3830
8:30 - 5:00

PROBATION SERVICES (YOUNG OFFENDERS)

BRACEBRIDGE - YOUNG OFFENDER PROBATION SERVICES
49 Pine St
Bracebridge P1L 1K8
General Inquiry (705)646-2781 (Bracebridge - Young Offender - Probation Services)
Fax (705)646-7616 (Probation Services)
8:30 - 5:00

NORTH BAY - YOUNG OFFENDER PROBATION SERVICES
621 Main St W
North Bay P1B 2V6
General Inquiry (705)474-3540
Toll Free 1-800-461-6977
Fax (705)474-3830
8:30 - 5:00

PARRY SOUND - YOUNG OFFENDER PROBATION SERVICES
25 Church St
Parry Sound P2A 1Y2
General Inquiry (705)746-4016
Toll Free 1-800-465-8162 (Probation Services)
Fax (705)774-9548
8:30 - 5:00

TIMMINS DISTRICT OFFICE
Ontario Government Complex
Hwy 101 E
PO Bag 3040
South Porcupine P0N 1H0
General Inquiry (705)235-1700
TTY (705)235-1786
Toll Free 1-800-461-9843
Fax (705)235-1778 (Ontario Disability Support Program (ODSP))
Fax (705)235-1724 (Administration)
Fax (705)235-1705 (Community Program & Probation Services)
8:30 - 5:00

LOCAL OFFICE - KIRKLAND LAKE ODSP AND EMPLOYMENT SUPPORTS
Suite 209, 10 Government Rd E
PO Box 787
Kirkland Lake P2N 3K4
General Inquiry (705)567-3391
TTY (705)567-4645
Toll Free 1-800-461-4961
Fax (705)567-5011
8:30 - 5:00

PROBATION AND COMMUNITY SERVICES OFFICES

HEARST - YOUNG OFFENDER PROBATION SERVICES
613 Front St
PO Box 806
Hearst P0L 1N0
General Inquiry (705)362-5145
Fax (705)372-1685
8:30 - 5:00

KIRKLAND LAKE - YOUNG OFFENDER PROBATION SERVICES
Suite 209, 10 Government Rd E
PO Box 787
Kirkland Lake P2N 3K4
General Inquiry (705)567-3391
Toll Free 1-800-461-4961 (Kirkland Lake - Young Offender Probation Services)
Fax (705)567-5011
8:30 - 5:00

NEW LISKEARD - YOUNG OFFENDER PROBATION SERVICES
157 Whitewood Ave
PO Box 2260
New Liskeard P0J 1P0
(705)647-7134 (Young Offender Probation Services)
Fax (705)647-7467
8:30 - 4:45

TIMMINS DISTRICT - YOUNG OFFENDER PROBATION SERVICES
Ontario Government Complex
Hwy 101 E
PO Bag 3040
South Porcupine P0N 1H0
General Inquiry (705)235-1700
Toll Free 1-800-461-9843
Fax (705)235-1705
8:30 - 5:00

TIMMINS DISTRICT - ODSP AND EMPLOYMENT SUPPORTS
Ontario Government Complex
Hwy 101 E
PO Bag 3040
South Porcupine P0N 1H0
General Inquiry (705)235-1700
TTY (705)235-1786
Toll Free 1-800-461-9843
Fax (705)235-1778
8:30 - 5:00

NORTHERN REGIONAL OFFICE - SUDBURY
Provincial Bldg
Suite 1002, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-6699
Toll Free 1-800-265-1222
Fax (705)564-3099
8:30 - 5:00

KENORA LOCAL OFFICE
808 Robertson St
Postal Bag 5400
Kenora P9N 3X9
General Inquiry (807)468-2400
Toll Free 1-800-268-2970
Fax (807)468-2499 (Income Support)
Fax (807)468-2443 (Probation/HR/Admin)
Fax (807)468-2449 (Community Programs)
8:30 - 5:00

LOCAL OFFICES

FORT FRANCES ONTARIO DISABILITY SUPPORT
283 Church St
Postal Bag 782
Fort Frances P9A 3N1
General Inquiry (807)274-9846
Toll Free 1-800-668-1415
Fax (807)274-2572
8:15 - 4:30

FORT FRANCES PROBATION SERVICES
2nd Flr, 340 Scott St
Fort Frances P9A 1G9
General Inquiry (807)274-1160
Toll Free 1-866-386-0532
Fax (807)274-9442
8:30 - 5:00

SIOUX LOOKOUT
51 Prince St
PO Box 338
Sioux Lookout P8T 1A5
General Inquiry (807)737-3813
Toll Free 1-800-465-9204
Fax (807)737-2363
8:15 - 4:30

SAULT STE MARIE LOCAL OFFICE
Roberta Bondar Pl
Suite 450, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)541-2100
Toll Free 1-800-825-7643
Toll Free 1-800-263-3347 (Northern Bursary Program)
Fax (705)253-2082
8:30 - 5:00

ELLIOT LAKE - PROBATION SERVICES
50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry 1-800-825-7643
Fax (705)848-1301
8:30 - 4:45

ONTARIO DISABILITY SUPPORT PROGRAM
341 Queen St E
Sault Ste Marie P6A 1Z2
General Inquiry (705)253-2001
TTY (705)253-2091
Toll Free 1-800-825-7593
Fax (705)253-2090
8:30 - 5:00

SAULT STE MARIE - PROBATION UNIT
Roberta Bondar Pl
Suite 450, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)541-2100
Toll Free 1-800-825-7643
Fax (705)253-2082
8:30 - 5:00

SUDBURY LOCAL OFFICE
Provincial Bldg
Suite 601, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-8153
Toll Free 1-800-268-6119
Fax (705)564-3153
8:30 - 5:00

LOCAL OFFICES

LITTLE CURRENT- ONTARIO DISABILITY SUPPORT PROGRAM
28 Water St E
Little Current P0P 1X0
TTY (705)368-1316
Toll Free 1-800-895-5894
Fax (705)368-0240
8:30 - 5:00

SUDBURY - ONTARIO DISABILITY SUPPORT PROGRAM
Provincial Bldg
Suite 501, 199 Larch St
Sudbury P3E 5P9
(705)564-4515 (Automated Directory)
TTY (705)564-3233
Toll Free 1-800-461-1167
TTY Toll Free 1-866-883-8689
Fax (705)564-2163
8:30 - 5:00

PROBATION AND COMMUNITY SERVICES OFFICES

ESPANOLA- PROBATION
148 Fleming St
Suite 4, PO Box 1090
Espanola P5E 1E1
Toll Free 1-800-567-4535 (Probation)
Fax (705)869-4041
8:30 - 5:00

SUDBURY - PROBATION
Suite 501, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4515
TTY (705)564-3233
Toll Free 1-800-461-1167
TTY Toll Free 1-866-883-8689
Fax (705)564-2163
8:30 - 5:00

THUNDER BAY LOCAL OFFICE
1st Flr, 435 S James St
Thunder Bay P7E 6S9
General Inquiry (807)473-3130
TTY (807)473-3151
TTY Toll Free 1-800-544-6443
Fax (807)475-1475 (Direct Services)
Fax (807)475-1295 (Program Management)
8:30 - 5:00

GERALDTON PROBATION SERVICES
208 Beamish Ave W
PO Box 1029
Geraldton P0T 1M0
General Inquiry (807)854-1840
Toll Free 1-800-267-7706
Fax (807)854-0705
8:30 - 5:00

SOUTH EAST REGIONAL OFFICE - KINGSTON
11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)545-0539
TTY (613)536-7304
Fax (613)536-7272 (General)
Fax (613)536-7300 (Regional Director's Office)
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - BELLEVILLE
199 Dundas St E
PO Box 816
Belleville K8N 5B5
General Inquiry (613)962-9562
TTY (613)962-2927
Toll Free 1-800-267-4355
Fax (613)966-9788
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - BROCKVILLE
Brockville Commercial Ctr
Suite 205, 51 King St E
Brockville K6V 1A8
General Inquiry (613)345-1200
Fax (613)345-1332
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - KINGSTON
Suite 103, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4553
TTY (613)545-4532
Toll Free 1-800-267-0236
Fax (613)545-4550
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM - SMITHS FALLS
Unit 97, 91 Cornelia St W
Smith Falls K7A 5L3
General Inquiry (613)283-1165
TTY (613)283-1256
Toll Free 1-800-283-1121
Fax (613)283-1121
8:30 - 5:00

PROBATION AND COMMUNITY SERVICES OFFICES

BELLEVILLE - PROBATION SERVICES
Suite 103, 121 Dundas St E
Belleville K8N 1C3
(613)967-2011 (General Inquiry & Probation Officers)
Toll Free 1-800-465-5791
Fax (613)967-2009
8:30 - 5:00

BROCKVILLE - PROBATION SERVICES
Suite 202, 51 King St E
Brockville K6V 1A8
(613)345-1200 (General Inquiry & Probation Officers)
Toll Free 1-800-267-0834
Fax (613)345-8009
8:30 - 5:00

KINGSTON - PROBATION SERVICES
11 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7270
Toll Free 1-800-646-3209
Fax (613)536-7272
8:30 - 5:00

PROGRAM COMPLIANCE AND REVIEW
Suite 103, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4553
TTY (613)545-4532
Fax (613)545-4550
8:30 - 5:00

SOUTH WEST REGIONAL OFFICE - LONDON
Suite 203, 217 York St
PO Box 5217
London N6A 5R1
General Inquiry (519)438-5111
TTY (519)663-5276
Toll Free 1-800-265-4197
Fax (519)672-9510 (2nd Flr)
Fax (519)679-7079 (Probation)
Fax (519)672-4683 (CSU/ODSP)
Fax (519)438-7702 (M/FN)
Fax (519)438-7703 (Human Resources)
8:30 - 5:00

CHILD AND PARENT RESOURCE INSTITUTE (CPRI)
600 Sanatorium Rd
London N6H 3W7
General Inquiry (519)858-2774
Fax (519)858-3913
Fax (519)858-3935
8:30 - 4:30

OFFICES

CHATHAM
1023 Richmond St W
PO Box 685
Chatham N7M 5K8
General Inquiry (519)352-5040
TTY (519)352-6008
Toll Free 1-800-265-2705
Fax (519)352-2813 (ODSP)
Fax (519)352-9241 (Probation)
8:30 - 5:00

CLINTON
100 Don St
PO Box 1150
Clinton N0M 1L0
General Inquiry (519)482-7060
Toll Free 1-800-265-3955
Fax (519)482-9760
8:30 - 5:00

LONDON
2nd Flr, Suite 203, 217 York St
PO Box 5217
London N6A 5R1
General Inquiry (519)438-5111
TTY (519)663-5276
Toll Free 1-800-265-4197
Fax (519)672-9510 (2nd Flr)
Fax (519)679-7079 (Probation)
Fax (519)672-4683 (CSU/ODSP)
Fax (519)438-7702 (M/FN)
Fax (519)438-7703 (Human Resources)
8:30 - 5:00

OWEN SOUND
1st Flr, 945 3rd Ave E
PO Box 697
Owen Sound N4K 5R4
General Inquiry (519)376-1951
TTY (519)376-3307
Toll Free 1-800-265-3790
Fax (519)376-4254 (CSU/Probation)
Fax (519)376-4544 (ODSP)
8:30 - 5:00

SARNIA
Lambton Shared Services Ctr
150 North Christina St
Sarnia N7T 8H4
General Inquiry (519)337-3735
TTY (519)337-4804
Toll Free 1-800-663-7633
Fax (519)337-7122
Fax (519)337-8493 (Youth Probation)
8:30 - 5:00

ST THOMAS
3rd Flr, 427 Talbot St
PO Box 309
St Thomas N5P 3T9
General Inquiry (519)631-3032
TTY (519)637-2217
Toll Free 1-800-561-3886
Fax (519)631-9174
8:30 - 5:00

STRATFORD
581 Huron St
Stratford N5A 5T8
General Inquiry (519)271-1530
TTY (519)271-0124
Toll Free 1-800-565-5762
Fax (519)271-9971
8:30 - 5:00

WINDSOR
Ontario Government Bldg
250 Windsor Ave
PO Box 1810 Stn A
Windsor N9A 7E3
General Inquiry (519)254-1651
TTY (519)254-4850
Toll Free 1-800-387-7327
Fax (519)255-1152
Fax (519)254-1917 (HR)
Fax (519)255-7976 (ODSP)
Fax (519)254-3691 (Probation)
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM
Ontario Government Bldg
2nd Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)254-1651
TTY (519)254-4850
Toll Free 1-800-387-7327
Fax (519)255-7976
8:30 - 5:00

PROBATION SERVICES
2nd Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)254-1651
Fax (519)254-3691
8:30 - 5:00

WOODSTOCK
93 Graham St
Woodstock N4S 6J8
General Inquiry (519)537-5579
TTY (519)537-8492
Toll Free 1-800-461-7296
Fax (519)537-8529
8:30 - 5:00

SOUTHWESTERN REGIONAL CENTRE (SRC)
RR 1
Blenheim N0P 1A0
General Inquiry (519)676-5431
General Inquiry (519)676-6000
Fax (519)676-5836
24 Hours

TORONTO REGIONAL OFFICE
3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0500
(416)325-0537 (Regional Director's Office)
Fax (416)325-0541 (Regional Director's Office)
8:30 - 5:00

ADULT DEVELOPMENTAL SERVICES UNIT

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0621
(416)325-0649 (Program Manager)
Fax (416)325-0044
8:30 - 5:00

Adult Developmental Services Unit programs are delivered by transfer payment agencies. These programs are monitored to ensure accountability.

SPECIAL SERVICES AT HOME AND ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES

2nd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0623
(416)325-0637 (Program Supervisor)
Fax (416)325-0613
8:30 - 5:00

The Special Services at Home (SSAH) program provides funding for disabled children or adults living at home. Assistance for Children with Severe Disabilities (ACSD) provides financial assistance for disabled children living at home.

COMPLIANCE REVIEW SERVICES

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0652
(416)325-0585 (Manager)
Fax (416)325-0571
8:30 - 5:00

Compliance Review Services inspect and license all child care centres operating in accordance with the Day Nurseries Act, and all children's residential programs operating in accordance with the Child and Family Services Act.

CHILDREN'S SERVICES UNIT

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0575
(416)325-0576 (Program Manager)
Fax (416)325-5735
8:30 - 5:00

Children's Services Unit programs are delivered by transfer payment agencies and include young offender services (ages 12-15 years), children's mental health, child welfare, and services for the developmentally delayed. These programs are monitored to ensure accountability.

PROBATION SERVICES

CENTRAL TORONTO PROBATION
Ground Flr, 40 Wellesley St E
Toronto M4Y 1G4
General Inquiry (416)314-8550
Fax (416)314-8560
8:30 - 5:00

EAST TORONTO PROBATION
2nd Flr, 2500 Lawrence Ave E
Toronto M1P 2R7
General Inquiry (416)314-8406
Fax (416)314-8399
8:30 - 5:00

NORTH TORONTO PROBATION
Suite 6, 3200 Dufferin St
Toronto M6A 2T3
General Inquiry (416)314-6444
Fax (416)314-6461
8:30 - 5:00

WEST TORONTO PROBATION
Suite 300, 5464 Dundas St W
Toronto M9B 1B4
General Inquiry (416)314-3832
Fax (416)314-3842
8:30 - 5:00

YOUNG OFFENDER SERVICES
3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0610
Fax (416)325-5736
8:30 - 5:00

HUMAN RESOURCES UNIT

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)326-0411
(416)325-0494 (Manager)
Fax (416)325-9614
8:30 - 5:00

The Human Resources Unit determines the future staffing needs of the region and ensures that recruitment, retention, learning and training are in place to support the work of the region.

MUNICIPAL SERVICES UNIT

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0622
(416)326-0412 (Program Manager)
Fax (416)325-0613
8:30 - 5:00

The Municipal Services Unit oversees social services delivered by the City of Toronto - Ontario Works, hostels, and child care. As well, services delivered by transfer payment agencies are monitored to ensure accountability.

ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)

3rd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
(416)325-4731 (Program Manager)
French Phone (416)325-4813 (ODSP Income & Employment Supports)
Fax (416)327-0044 (Program Manager's Office)
8:30 - 5:00

The Ontario Disability Support Program provides income support and employment support to eligible adults with disabilities.

LOCAL OFFICES

ODSP, 1870 WILSON AVENUE
1870 Wilson Ave
Toronto M9M 1A5
General Inquiry (416)325-5900
TTY (416)325-5846
Fax (416)325-5946 (Administration)
Fax (416)325-5901 (Income Support)
8:30 - 5:00

ODSP, 385 YONGE STREET
2nd Flr, 385 Yonge St
Toronto M5A 3A4
General Inquiry (416)314-5700
TTY (416)314-3393
Fax (416)314-5001 (Administration)
Fax (416)314-3843 (Income Support)
8:30 - 5:00

ODSP, 47 SHEPPARD AVENUE EAST
6th Flr, 47 Sheppard Ave E
Toronto M2N 5X5
General Inquiry (416)314-6514
TTY (416)314-3596
Fax (416)314-6649 (Administration)
Fax (416)314-6769 (Income Support)
8:30 - 5:00

ODSP, 770 BIRCHMOUNT ROAD
Suite 30, 770 Birchmount Rd
Toronto M1K 5H3
General Inquiry (416)325-0123
TTY (416)326-7290
Fax (416)325-0953 (Administration)
Fax (416)325-0175 (Income Support)
8:30 - 5:00

ONTARIO DISABILITY SUPPORT PROGRAM (ODSP) EMPLOYMENT SUPPORTS
2nd Flr, 477 Mount Pleasant Rd
Toronto M7A 1G1
General Inquiry (416)325-0693
(416)325-1896 (Program Manager)
TTY (416)314-5701
Fax (416)325-9643 (Resource Room)
Fax (416)325-1983
8:30 - 5:00

SOCIAL ASSISTANCE AND MUNICIPAL OPERATIONS BRANCH

6th Flr, 1075 Bay St
Toronto M7A 1R3
General Inquiry (416)325-5097
Fax (416)326-3793
8:30 - 5:00

The Social Assistance and Municipal Operations Branch is responsible for providing program support, identifying and resolving issues, monitoring program delivery, and managing and monitoring the Service Delivery Model processes, training and outcomes.

MANAGEMENT AND CONTROL

6th Flr, 1075 Bay St
Toronto M7A 1R3
General Inquiry (416)325-5097
Fax (416)336-3793
8:30 - 5:00

Management and Control coordinates tasks and resources to be applied in responding to operations, policy and implementation requests, and monitors issues affecting provincial/municipal relations and supports joint provincial/municipal activities.

PROGRAM MONITORING AND IMPLEMENTATION SUPPORT

6th Flr, 1075 Bay St
Toronto M7A 1R3
General Inquiry (416)325-5097
Fax (416)326-3793
8:30 - 5:00

Program Monitoring and Implementation Support manages reporting and performance monitoring for the delivery of social assistance, develops solutions to improve processes and outcomes, and supports the implementation of new changes to the business processes and technology, including the development of training material.

SOCIAL ASSISTANCE AND EMPLOYMENT OPPORTUNITIES DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5421
Fax (416)325-5424
8:30 - 5:00

The Social Assistance and Employment Opportunities Division is responsible for the development of policies and programs, and implementation planning in the area of social assistance and employment opportunities. It supports reform of the social assistance system. The division includes the Ontario Works Branch; and the Ontario Disabilities Support Program Branch.

ONTARIO DISABILITY SUPPORT PROGRAM BRANCH

Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-1880
Fax (416)325-5266
8:30 - 4:45

The Ontario Disability Support Program Branch is responsible for income and employment support policy for persons with disabilities. In addition, the branch is responsible for the social assistance forecast as well as caseload and expenditure analysis.

PROGRAM SUPPORT, COMPLIANCE AND FRAUD CONTROL UNIT

Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)326-8200
Fax (416)326-6610
9:00 - 5:00

The Income Support, Compliance and Fraud Control Unit is responsponsible for policy development, program design and implementation planning for issues related to determining financial eligibility for ODSP. It is also responsible for fraud control, policy, information sharing, overpayments and **appeal**s.

STATISTICS AND ANALYSIS UNIT

Hepburn Block
3rd Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5282
Fax (416)314-8503
9:00 - 5:00

The Statistics and Analysis Unit supports the Ontario Disability Support Program and Ontario Works policy and program development through statistical analysis and forecasting. The unit analyzes social assistance forecasts using economic and labour market trends.

ONTARIO WORKS BRANCH

4th Flr Rm 434, 880 Bay St
Toronto M7A 2B6
General Inquiry (416)326-8205
Fax (416)326-9777
8:30 - 5:00

The Ontario Works Branch undertakes policy analysis and program development to support the ministry's Ontario Works program.

AGENCIES, BOARDS AND COMMISSIONS

SOCIAL BENEFITS TRIBUNAL

7th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)326-0978
Toll Free 1-800-753-3895
Fax (416)326-5135
8:30 - 5:00

On June 1, 1998 a new **social assistance appeal** tribunal was created called the Social Benefits Tribunal. The Tribunal will eventually replace the Social Assistance Review Board. This Tribunal is a quasi-judicial tribunal that reviews decisions relating to social assistance in the province of Ontario. The Tribunal has jurisdiction to hear appeals regarding the refusal to grant a benefit, the suspension or cancellation of a benefit, the reduction of a benefit or the amount of a benefit as set out in the Ontario Works Act, 1997 and the Ontario **Disability** Support Plan Act, 1997. **Hearings** are held throughout the province and are usually conducted by single member panels.

SOCIAL ASSISTANCE REVIEW BOARD

7th Flr, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)326-5104
Toll Free 1-800-387-5655
Fax (416)326-5135
8:30 - 5:00

The **Social Assistance** Review Board is an independent body that holds province-wide **hearings** of **appeals** by individuals regarding decisions on General **Welfare** Assistance (GWA), **Vocational Rehabilitation** Services (VRS) and Family Benefits (FBA).

ACTS

Charitable Institutions Act, R.S.O. 1990, c. C9
Child and Family Services Act, R.S.O. 1990, c. C.11
Child and Family Services Amendment Act (Child Welfare Reform), 1990, S.O. 1999, C.2
Day Nurseries Act, R.S.O. 1990, c. D.2
Developmental Services Act, R.S.O. 1990, c. D.11
District Social Services Administration Boards Act, R.S.O. 1990, c. D15
Family Benefits Act, R.S.O. 1990, c. F2
Family Responsibility and Support Arrears Enforcement Act, 1996, S.O. 1996, c.31
Indian Welfare Services Act, R.S.O. 1990, c. I.4
Intercountry Adoption Act, 1998, S.O. 1998, c.29
Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20
Ontario Disability Support Program Act, 1997, S.O. 1997, c.25, Schedule B
Ontario Works Act, 1997, S.O. 1997, c. 25, Schedule A
Prevention of Unionization Act (Ontario Works), 1998, S.O. 1998, c.17
Social Assistance Reform Act, 1997, S.O. 1997, c.25
Social Work and Social Service Work Act, 1998, S.O. 1998, c.31
Soldiers' Aid Commission Act, R.S.O. 1960, c.377

MINISTRY OF CONSUMER AND BUSINESS SERVICES

Eaton Tower
35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8555
TTY (416)325-3408
Toll Free 1-800-268-1142
TTY Toll Free 1-800-268-7095
www.cbs.gov.on.ca

The Ministry of Consumer and Business Services promotes a fair, safe and informed marketplace that supports a competitive economy in Ontario. It provides individuals and businesses greater choice in how, when and where they access government services and products. Through programs like Ontario Business Connects, Publications Ontario and Government Information Counters, we are working to provide better services for businesses and individuals. The Ministry sets standards of conduct for businesses; promotes consumer rights; investigates questionable business practices; registers vital statistics such as births, deaths, marriages and changes of names, land transfers and ownership, and personal property. Alcohol and Gaming Commission regulates beverage alcohol and ensures integrity in the gaming sector; Ontario Film Review Board classifies films and videos; Office of the Athletics Commissioner sanctions all boxing and wrestling events; Licence Appeal Tribunal hears appeals in a variety of areas.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

Eaton Tower
35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8525
Fax (416)326-8543
Fax (416)326-8387
www.cbs.gov.on.ca
8:30 - 6:00

The Communications Services Branch presents the ministry as a responsive, innovative world leader in customer service and consumer protection by delivering quality products for a fair, safe, dynamic and informed marketplace. The branch assists in the design and management of enterprise-wide, integrated electronic and counter-based service delivery systems and assists in developing strategic communications plans and products for the public. The branch informs the public, client groups and media of the ministry's activities through the preparation and distribution of news releases, newsletters, brochures and other publications, and speeches and statements.

INTERNAL AUDIT SERVICES

33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)314-9500
Fax (416)314-9517
8:30 - 5:00

Internal Audit Services assists the Deputy Minister and ministry management in achieving program objectives by providing assurance that control processes are satisfactory, furnishing recommendations to improve the economy, efficiency and effectiveness of operation, IT systems, and ministry programs, and assessing the adequacy of criteria measuring program effectiveness. The branch evaluates the adequacy of financial, operational and management controls designed to

help safeguard ministry assets. This office ascertains the extent of compliance with ministry and government policies and guidelines. The branch assists ministry management by reviewing and providing assurance over the quality, completeness, and effectiveness of the ministry's risk assessment practices and programs. In partnership with management, staff also act as consultants in the development of major information systems to ensure project success, system control and data integrity.

LEGAL SERVICES

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
(416)326-8845 (Condominium Act)
(416)314-5180 (Personal Property Security Registration)
(416)314-5180 (Real Property Registration)
(416)326-8455 (Business Practices)
(416)314-5180 (Property Law)
(416)314-5182 (Company Law)
Fax (416)326-8456
Fax (416)314-5179
8:30 - 5:15 ♿

Legal Services Branch provides legal services to the ministry on the interpretation of consumer and business statutes and regulations, and the preparation and review of proposed legislation and regulations. The office also carries out civil litigation and prosecutions under ministry legislation. Particular areas for which legal services are responsible to the ministry include real property and personal property registration, companies law, trade, liquor and gaming, technical standards and business practices, electronic service delivery and integrated service delivery.

ECONOMICS AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-9400
(416)326-9444 (Service Desk)
Fax (416)326-9424
8:30 - 5:00 ♿

The Economics and Business Cluster is responsible to provide information management and information technology services to the ministries of Consumer and Business Services; Economic Development and Trade; Energy, Science and Technology; and, Labour. The Cluster's mission is two-fold: to provide timely and cost effective support to its client ministries in helping them to promote e-business and e-government as a means of enhancing government service; and, secondly to further the Ontario Government's overall I&IT strategy. This is achieved by providing the following services: business solutions; architecture and planning; application development and production support; and, information technology operations and client support.

INTEGRATED SERVICE DELIVERY DIVISION

Eaton Tower
20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6205
Fax (416)326-5106
Fax (416)326-3229 (Financial Analysts)
www.cbs.gov.on.ca/Online_Services
8:00 - 5:00

The Integrated Service Delivery Division is developing and implementing an adaptive, cost effective, customer-centered, multi-channel service delivery system to provide individuals, businesses and other organizations with seamless, speedy access to government information, services and products and offer choice in how, when and where they access these services.

BUSINESS DEVELOPMENT BRANCH

Eaton Tower
16th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)212-0746
8:00 - 5:00

Business Development Branch is responsible for liaison with program ministries and other jurisdictions to identify and develop new initiatives for integrated service delivery of government information and services to individuals, businesses and other organizations.

ESD IMPLEMENTATION (BUSINESS)

Eaton Tower
16th Flr, 250 Yonge St
Toronto M5B 2N5
TTY (416)326-8566
Toll Free 1-800-565-1921 (Province-Wide)
Fax (416)314-5125 (393 University Ave)
Fax (416)326-3392 (250 Yonge St)
www.cbs.gov.on.ca/obc
8:30 - 5:00

Electronic Service Delivery Implementation (**Business**) is a government initiative to simplify and streamline the existing **registration** and reporting process in Ontario. This Unit manages a network of self-help computer workstations, located throughout the province. New businesses and existing **corporations** can prepare their registrations using these workstations and electronically transmit them to the different ministries involved with starting or expanding a business. Individuals starting an incorporated business can register their **Business Name** instantly and complete four of the most commonly required applications: **Retail Sales Tax Vendor Permit**, Employer **Health** Tax, Health Tax for the Self Employed and Workplace Safety and **Insurance Board** at the workstations. Clients can instantly renew their Business Name registration and apply for the Federal Business Number. The Unit is also responsible for implementing a government strategy to transform service delivery to the business community in Ontario.

Services offered to the Public:
Ontario Business Connects

ESD IMPLEMENTATION (INDIVIDUALS)

Eaton Tower
16th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-0121
Fax (416)326-5550
8:30 - 5:00

Electronic Service Delivery Implementation Branch for Individuals, through strategic private sector partnerships and/or contracts, builds and operates electronic service delivery channels (internet, telephone and public access terminals) and builds up an array of services aligned with the over-the-counter strategy. It assists ministries and other jurisdicitions in planning and implementing integrated electronic service delivery systems/solutions.

INFORMATION AND SERVICES BRANCH

Eaton Tower
20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)327-2369
Fax (416)326-3229
8:30 - 5:00

Information and Services Branch manages the operation of direct service delivery of an integrated client contact centre (Access and Inquiry Services), a network of Government Information Centres providing over-the-counter information and referral services in 59 communities, and Publications Ontario.

ACCESS AND INQUIRY SERVICES

Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)325-3420
Fax (416)325-3407
8:30 - 5:00

Access and Inquiry Services provides public access to government information. The section is made up of three units: Citizens' Inquiry Bureau (CIB), Access Ontario in Ottawa, and Databases and Directories (D&D) .

ACCESS ONTARIO

Ottawa Courthouse Bldg
2nd Level, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)238-3630
TTY (613)566-2235 (TTY/Teletypewriter users only)
Toll Free 1-800-268-8758 (Within Area Code 613)
Fax (613)566-2234
8:00 - 5:00

Access Ontario provides a **bilingual information and referral service** for telephone and walk-in inquiries. It provides an access point to information on government programs and services, locations and staff. Two Ontario **Business** Connects terminals are available for business **registration**s. Access Ontario offers a range of free and priced **publications**, and sells **hunting** and **fishing licence**s.

CITIZENS' INQUIRY BUREAU

Macdonald Block
Rm M1-52, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)326-1234
TTY (416)325-3408 (TTY/Teletypewriter users only)
Toll Free 1-800-267-8097 (General Inquiry)
TTY Toll Free 1-800-268-7095 (TTY/Teletypewriter users only)
Fax (416)325-3407
www.gov.on.ca
8:30 - 5:00

Citizens' Inquiry Bureau provides a **bilingual information and referral service**. It provides an access point to information on government programs and services, locations and staff. Services are provided by telephone, over the counter and using the feedback form on the corporate Web site.

DATABASES AND DIRECTORIES

5th Flr, 880 Bay St
Toronto M7A 1N8
General Inquiry (416)327-3642
(416)327-2993 (Blue Pages Control Desk)
Fax (416)327-3652
Fax (416)314-3603 (Blue Pages)
www.infogo.gov.on.ca
8:30 - 5:00

Databases and **Directories** collects and assembles information about the Ontario government that is provided to the public and internal staff. The section administers the PACE (Public Access Corporate Enquiry) database. PACE contains information about government personnel, offices and services for the Internet and Intranet through INFO-GO and hard copy publications in the Government of Ontario Telephone Directory, the KWIC Index to Services and the Freedom of Information Directory of **Records**. This unit also coordinates the Blue Page listings (government listings) found in all telephone books throughout the province of Ontario.

GOVERNMENT INFORMATION CENTRES

Eaton Tower
20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)327-2369
Fax (416)326-5106
http://www.gov.on.ca/MBS/english/maps/gic/index.html
8:30 - 5:00

Government Information Centres (GICs) are located in more than 59 communities across Ontario, and offer over-the-counter information and referral services. Responsibility for the operation of the Centres is divided between Ministry of Consumer and Business Services and Ministry of Northern Development and Mines. Policy lead is with Ministry of Consumer and Business Services. To find a GIC in the northern region of Ontario, look under Ministry of Northern Development and Mines.

GREATER TORONTO REGIONAL OFFICE

Government Information Centre
Macdonald Block
900 Bay St
Toronto M7A 1N3
General Inquiry (416)325-8643
Fax (416)325-3407
8:30 - 5:00

AURORA
50 Bloomington Rd W
Aurora L4G 3G8
General Inquiry (905)713-6896
TTY (416)325-3408
Fax (905)713-6906
8:30 - 5:00

DOWNSVIEW
Bldg A
2860 Keele St
Toronto M3M 3E6
General Inquiry (416)235-3744
TTY (416)325-3408
Fax (416)235-3777
8:30 - 5:00

TORONTO
Macdonald Block
900 Bay St
Toronto M7A 1N3
General Inquiry (416)326-1234
TTY (416)325-3408
Fax (416)325-3407
8:00 - 5:00

SOUTHEASTERN REGIONAL OFFICE

Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)727-2827
Fax (613)727-2900
8:30 - 5:00

BANCROFT
50 Monck St
PO Box 300
Bancroft K0L 1C0
Toll Free 1-800-746-5520
Fax (613)332-4027
8:30 - 5:00

BELLEVILLE
2nd Flr, 15 Victoria Ave
PO Box 7
Belleville K8N 1Z5
General Inquiry (613)968-3769
Fax (613)968-3606
8:30 - 5:00

BROCKVILLE
Land Registry Office
Market St Entrance, 7 King St W
Brockville K6V 3P7
General Inquiry (613)498-0506
Fax (613)345-7390
8:30 - 5:00

CORNWALL
127 Sydney St
Cornwall K6H 3H1
General Inquiry (613)932-5332
Fax (613)932-4524
8:30 - 5:00

HAWKESBURY
692 Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-2192
Fax (613)636-0345
8:30 - 5:00

KINGSTON
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)536-7372
Fax (613)531-5730
8:30 - 5:00

LINDSAY
322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-3849
Toll Free 1-877-994-9928
Fax (705)324-8440
8:30 - 5:00

MINDEN
Hwy 35 By-pass
PO Box 820
Minden K0M 2K0
General Inquiry (705)286-1521
Fax (705)286-4355
8:30 - 5:00

OTTAWA
Courthouse
Level 2, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)238-3630
TTY (613)566-2235
Toll Free 1-800-268-8758
Fax (613)566-2234
8:00 - 5:00

PEMBROKE
31 Riverside Dr
Pembroke K8A 8R6
General Inquiry (613)732-3661
Fax (613)732-6998
8:30 - 5:00

PETERBOROUGH
North Tower
1st Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-4427
Fax (705)755-1677
8:30 - 5:00

RENFREW
315 Raglan St S
Renfrew K7V 1R6
General Inquiry (613)432-4841
Toll Free 1-800-267-8816
Fax (613)432-5260
8:30 - 5:00

SMITHS FALLS
91 Cornelia St W
Smith Falls K7A 5L3
General Inquiry (613)283-7002x101
Toll Free 1-888-784-7605
Fax (613)283-7005
8:30 - 4:00

WHITBY
590 Rossland Rd E
Whitby L1N 9G5
General Inquiry (905)430-1216
Fax (905)430-1230
8:30 - 5:00

SOUTHWESTERN REGIONAL OFFICE

5th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4982
Fax (519)826-3385
8:00 - 5:00

BARRIE
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-0823
Fax (705)737-5722
8:30 - 5:00

BRAMPTON
1st Flr, 7765 Hurontario St
Brampton L6W 4S8
General Inquiry (416)326-1234
Fax (905)874-4012
8:30 - 5:00

CHATHAM
Chatham Civic Center
315 King St W
PO Box 640
Chatham N7M 5K8
General Inquiry (519)436-3297
Toll Free 1-800-714-7497
Fax (519)436-3227
8:00 - 5:00

GUELPH
1st Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3100
TTY (519)826-7402
Fax (519)826-3633
8:00 - 5:00

HAMILTON
Ellen Fairclough Bldg
119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7825
Fax (905)521-7851
8:00 - 5:00

KITCHENER
City Hall
Main Flr, 200 King St W
PO Box 1118
Kitchener N2G 4G7
General Inquiry (519)576-6517
Toll Free 1-800-837-0877
Fax (519)576-6377
8:00 - 5:00

LONDON
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4000
Fax (519)873-4016
8:00 - 5:00

OWEN SOUND
1050 2nd St E
Owen Sound N4K 2H7
General Inquiry (519)371-6226
Toll Free 1-888-647-3654
Fax (519)371-6336
8:00 - 5:00

SARNIA
Bayside Mall
Lampton Shared Services, 150 Christina St N
Sarnia N7T 7W5
General Inquiry (519)332-2512x2227
Fax (519)383-1648
8:00 - 5:00

SIMCOE
40 Colborne St S
Simcoe N3Y 4H3
General Inquiry (519)426-6655
Toll Free 1-800-267-9434
Fax (519)428-0787
8:00 - 5:00

ST CATHARINES
Ground Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2111
Fax (905)704-2003
8:00 - 5:00

STRATFORD
581 Huron St
Stratford N5A 5T8
General Inquiry (519)271-9995
Fax (519)271-1007
8:00 - 5:00

WINDSOR
Dorwin Plaza
2445 Dougall Ave
Windsor N8X 1T3
General Inquiry (519)972-5546
Fax (519)972-0067
8:00 - 5:00

PUBLICATIONS ONTARIO

Main Flr, 50 Grosvenor St
Toronto M7A 1N8
(416)326-5300 (Order Publications)
Toll Free 1-800-668-9938 (Order Publications)
TTY Toll Free 1-800-268-7095
Fax (416)326-5317
www.publications.gov.on.ca
8:30 - 5:00

Publications Ontario is the primary distributor of government publications to the public, public libraries, businesses, and government ministries. Approximately 10,000 titles are listed in its database, including **Hansard**, the Ontario **Gazette**, **legislation** (**bills**, statutes and **regulations**) and related publications. Customers can shop in person, by telephone, mail order or through the Publications Ontario On-Line (POOL) Web site. All major credit cards and government purchase cards are accepted. Publications Ontario is responsible for copyright administration on behalf of the Queen's Printer for Ontario, and for the Government Publications Directive.

COPYRIGHT UNIT

5th Flr, 880 Bay St
Toronto M7A 1N8
(416)326-5153 (Copyright Inquiries)
Fax (416)326-4648
8:30 - 5:00

The **Copyright** Unit administers Crown copyright on behalf of the Queen's Printer for Ontario, which has sole authority to license the copying of government print or electronic material for commercial purposes by third parties. Advice is provided to ministries on transactions involving Crown copyright, both when the right to copy is being licensed and also when material such as reports or software are being created for the government under contract.

CUSTOMER SERVICE AND MARKETING UNIT

Main Flr, 880 Bay St
Toronto M7A 1N8
(416)326-5300 (Telephone Order)
8:30 - 5:00

Customer Service and Marketing Unit provides walk-in **bookstore** service, carrying a large selection of government titles and products (souvenirs). Visa and Mastercard are accepted. It also provides call centre functions.

PUBLISHING SUBSCRIPTION AND INTERNET SERVICES

5th Flr, 880 Bay St
Toronto M7A 1N8
(416)326-5310 (Ontario Gazette, Hansard, Sessional Subscriptions)
Fax (416)326-4648
8:30 - 5:00

Publishing Subscription and Internet Services coordinates printing and publishing of Ontario Statutes and Regulations, and works with government ministries and agencies to make **publications** available for general sale, managing an inventory of 10,000 titles in partnership with a private-sector warehouse. It also manages the Ontario **Gazette** subscriptions and ensures public access to government **documents** through the Depository Library system of 500+ libraries. In addition the unit develops and maintains Internet services: EOCOS, a research and ordering site restricted to libraries; PICC, a restricted ordering site for all Government Information Centres; Third Party Site, a restricted ordering site for Third Party **Book**stores; POOL, a public on-line e-commerce and information site; and an on-line Ontario Gazette site.

SERVICE DELIVERY STRATEGY BRANCH

Eaton Tower
20th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6205
Fax (416)326-5106
Fax (416)326-3229 (Over The Counter Strategy)
8:30 - 5:00

Service Delivery Strategy Branch is responsible for the development of strategic plans and direction for integrated service delivery, including over the counter strategy .

SERVICE MANAGEMENT BRANCH

Eaton Tower
16th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-1864
8:00 - 5:00

Service Management Branch is responsible for procurement, negotiation and maintenance of contractual relationships with private sector service providers for the delivery of integrated government services. It develops and manages the division's service agreements and partnerships with OPS ministries and other jurisdictions.

POLICY AND CONSUMER PROTECTION SERVICES DIVISION

33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8578
Fax (416)325-6192
8:30 - 5:00

The Policy and Consumer Protection Services Division constitutes three areas: the Marketplace Standards and Services Branch, Policy Branch and the Sector Liaison Branch.

MARKETPLACE STANDARDS AND SERVICES BRANCH

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8611
Fax (416)326-8665
8:30 - 5:00

The Marketplace Standards and Services Branch consists of five sections: Investigations, **Inspection**s, Registration and Licensing, **Consumer** Services and Finance, Systems and Administration. The branch administers various consumer protection statutes. It registers and regulates **business**es under a number of statutes; handles **consumer complaints**; investigates alleged infractions; inspects registrants under Acts dealing with consumer protection; monitors and educates consumers and businesses; licenses professional combative sports in Ontario and issues **licence**s to theatres, video, DVD, film distributors and video retailers.

THEATRES SECTION

1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Toll Free 1-800-268-6024 (Province-Wide)
Fax (416)314-3632
8:30 - 5:00

The **Theatre**s Section administers the Theatres Act, which regulates movie theatres, **film** and video distributors and video retailers. The office also provides administrative services for the Ontario Film Review Board which is responsible for film classifications.

Services offered to the Public:
Theatres Administration

ATHLETIC COMMISSIONER'S OFFICE

1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Toll Free 1-800-268-6024
Fax (416)314-3632
8:30 - 5:00

The Athletic Commissioner's Office administers the Athletics Control Act and is responsible for the proper conduct and **safety** of professional combative **sport**s in Ontario. The Commissioner issues **licence**s to professional **boxers**, **kickboxers**, **wrestlers** and officials involved in these sports.

Services offered to the Public:
Athletics Control Act

COMPLIANCE AND CONSUMER SERVICES SECTION

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8800
Toll Free 1-800-889-9768
Fax (416)326-8665
8:30 - 5:00

Compliance and **Consumer** Services Section is responsible for mediating/handling **complaint**s for both general marketplace and industry-specific transactions. The area disseminates advice and information to consumers as to their rights and responsibilities in the marketplace. This office monitors the marketplace in order to identify consumer problems and delinquent **business** and to spot emerging trends in the marketplace. The compliance activity is carried out under the authority of various business **registration/**public protection statutes to ensure the provisions, (e.g. registration requirements, trust account maintenance, etc.) of these statutes are complied with by sector businesses.

CONSUMER SERVICES BUREAU

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8800
(416)326-8611 (Marketplace Standards & Services Branch)
Toll Free 1-800-889-9768
Fax (416)326-8665
8:30 - 5:00

The Bureau disseminates advice and information to consumers as to their rights and responsibilities in the marketplace.

INVESTIGATIONS SECTION

32nd Flr, 250 Yonge St
Toronto M5B 2N5
Fax (416)326-8606
Fax (416)326-8633
8:30 - 5:00

The **Investigation**s Section investigates alleged infractions of ministry statutes.

CEMETERIES SECTION

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8393
Toll Free 1-800-268-1142
Fax (416)326-8406
8:30 - 5:00

The **Cemeteries** Section administers the Cemeteries Act (Revised) which regulates the operation of cemeteries, **crematoria**, **mausolea**, **columbaria** and cemetery salespersons. The office issues licenses under the Act and oversees the reporting of burial sites, handles **consumer complaints** regarding cemeteries, reviews changes to cemetery by-laws and prices, and monitors trust accounts holding prepayment for care and maintenance funds.

Services offered to the Public:
Cemeteries Regulation and Registration

DEBT RECOVERY SECTION

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-6203
Toll Free 1-800-268-1142
Fax (416)326-8810
8:30 - 5:00

The Debt Recovery Section administers the **Bailiffs** Act, the **Collection Agencies** Act, the **Consumer** Reporting Act and the Paperback and **Periodical** Distributors Act under which Bailiffs, Collection Agencies, Collectors, Consumer Reporting Agencies, Personal Information Investigators and Paperback and Periodical Distributors are registered or appointed. The office maintains a central file of persons registered or appointed under these Acts.

Services offered to the Public:
Registration Associated With Various Acts

POLICY BRANCH

35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8878
General Inquiry (416)326-8862
Fax (416)326-8885
8:30 - 5:00

The Policy Branch provides policy support to all of the ministry's divisions, agencies, and administrative authorities. The branch delivers a strategic and integrated approach to policy development, corporate policy and issues management within CBS.

SECTOR LIAISON BRANCH

35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8860
Fax (416)326-8885
8:30 - 5:00

Sector Liaison Branch consists of two sections: Agency Relations and Delegated Authority Liaison. The branch provides governance, accountability and relationship management services to the ministry. Acting as the link between the ministry and its external community, the liaison branch is dedicated to overseeing and managing the relationships that the ministry has with a number of its service delivery partners. It coordinates ministry activities pertaining to industry self-management, in partnership with the Ontario Motor Vehicle, Real Estate and Travel Industry Councils of Ontario and the Technical Standards and Safety Authority and Electrical Safety Authority. It liaises with the ministry's agencies - the Liquor Control Board of Ontario, the Alcohol and Gaming Commission of Ontario, the Ontario Racing Commission and the Vintners Quality Alliance. It encourages corporate-consistent policy making and issues management.

AGENCY RELATIONS SECTION

35th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8860
Fax (416)326-8885
8:30 - 5:00

Agency Relations Section works with the wine, distilled spirits, beer, horse racing, gaming and entertainment sectors to enhance industry competitiveness and promote economic growth.

DELEGATED AUTHORITY LIAISON

32nd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8860
Toll Free 1-800-268-1142
Fax (416)326-8885
8:30 - 5:00

Delegated Authority Liaison section monitors the activities of the delegated authorities to which certain legislated functions have been delegated and manages the relationship between these authorities and the ministry.

BOARD OF FUNERAL SERVICES

Suite 2810, 777 Bay St
PO Box 117
Toronto M5G 2C8
General Inquiry (416)979-5450
Toll Free 1-800-387-4458 (Province-Wide)
Fax (416)979-0384
www.funeralboard.com
8:30 - 4:00

The Ontario Board of **Funeral** Services is an independent, industry-financed, non-share corporation that regulates the funeral industry by administering the Funeral Directors and Establishments Act. The Board of Funeral Services was established in 1976 by section 3 of the Act, with a principal objective of regulating the practices of funeral directors and persons who operate funeral establishments and transfer services in accordance with the Act, the regulations and the bylaws, in order that the public interest may be served and protected. Consumers may make a claim against a **compensation** fund if prepaid services were not received. The board can mediate **consumer complaints**, and where **mediation** is not successful, a Complaints Committee **adjudicate**s complaints.

Services offered to the Public:
Board of Funeral Services

ELECTRICAL SAFETY AUTHORITY (ESA)

Suite 202, 155A Matheson Blvd W
Mississauga L5R 3L5
General Inquiry (905)712-5361
Fax (905)507-9532
9:00 - 5:00

The **Electrical Safety** Authority (ESA) is responsible for ensuring compliance with Ontario's Electrical Safety Code in the electrical industry as well as in the residential, commercial and

industrial markets. ESA inspects electrical devices and installations, investigates **complaints**, approves electrical products and makes sure the code is current and includes the latest technology. If you have a question or complaint about electrical safety, contact The Electrical Safety Authority.

ONTARIO MOTOR VEHICLE INDUSTRY COUNCIL

Suite 110, 36 York Mills Rd
Toronto M2P 2C5
General Inquiry (416)226-4500
Toll Free 1-800-943-6002
Fax (416)226-3208
www.omvic.on.ca
8:00 - 5:00

Ontario **Motor Vehicle** Industry Council deals with program delivery for the Motor Vehicle Dealers Act.

ONTARIO NEW HOME WARRANTY PROGRAM

6th Flr, 5160 Yonge St
North York M2N 6L9
General Inquiry (416)229-9200
Toll Free 1-800-668-0124
Fax (416)229-3800
8:30 - 5:00

Ontario New Home Warranty Program deals with program delivery for the Ontario New Home Warranties Plan Act.

REAL ESTATE COUNCIL OF ONTARIO

East Tower
Suite 600, 3250 Bloor St W
Toronto M8X 2X9
General Inquiry (416)207-4800
Toll Free 1-800-245-6910
Fax (416)207-4820
www.reco.on.ca
9:00 - 5:00

Real Estate Council of Ontario deals with program delivery for the Real Estate and Business Brokers Act.

TECHNICAL STANDARDS AND SAFETY AUTHORITY

Clerica Centre, West Tower
4th Flr, 3300 Bloor St W
Toronto M8X 2X4
General Inquiry (416)325-2000
Fax (416)326-1663
www.tssa.org
8:30 - 5:00

Technical **Standards** and **Safety** Authority deals with program delivery for Technical Standards and Safety Act.

TRAVEL INDUSTRY COUNCIL OF ONTARIO

West Tower
Suite 402, 2700 Matheson Blvd E
Mississauga L4W 4V9
Toll Free 1-888-451-8426
Fax (905)624-8631
www.tico.on.ca
8:00 - 5:00

Travel Industry Council of Ontario deals with program delivery for the Travel Industry Act.

VINTNERS QUALITY ALLIANCE ONTARIO

Rm 1601, 1 Yonge St
Toronto M5E 1E5
General Inquiry (416)367-2002
Fax (416)367-4044
8:30 - 5:00

Vintners Quality Alliance Ontario deals with program delivery for the Vintners Quality Alliance Act.

REGISTRATION DIVISION

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-5095
Fax (416)314-5111
8:30 - 5:00

Registration Division **records** land ownership and transfer, security interest in personal property, births, deaths, marriages and other vital statistics events in Ontario. Clients are dependent upon the availability, accuracy and timeliness of these records, which validate personal and legal identities and relationships, land title to real property, and a system that enables property, other than **real estate**, to be pledged as a guarantee for repayment of business or personal loans, while allowing the borrower to have possession and use of the property. The division also manages a strategic alliance between the Government of Ontario and Teranet Land Information Services Inc. (Teranet). This partnership approach with a private sector partner was developed to implement automation and conversion of land titles across the province in the most cost effective and timely fashion possible.

COMPANIES AND PERSONAL PROPERTY SECURITY BRANCH

Suite 200, 393 University Ave
Toronto M5G 2M2
General Inquiry (416)314-8880
TTY (416)314-0843
Toll Free 1-800-361-3223 (Province-Wide)
Fax (416)314-4852
8:30 - 5:00

Companies Branch registers **business name**s of sole proprietorships, partnerships and **corporations**; authorizes creation of limited partnerships; incorporates business and not-for-profit entities and licenses foreign extra provincial corporations. Fourteen Land Registry Offices also accept select **documents** under the Ontario Business Corporation Act. The branch also maintains and operates the Public Record which is searched regularly by clients. Compliance to the legislation is monitored by the Compliance Section. Companies Branch has improved its customer service

through private and public partnerships. Ontario Business Connects provides electronic **registration** for business **names**, and primary service providers OnCorp Direct Inc. and Cyberbahn Inc. provide searches electronically.

Services offered to the Public:
Business Name Registrations
Incorporation of Business/Non-Profit Corporations
Registration of a Limited Partnership
Searches

PERSONAL PROPERTY SECURITY REGISTRATION BRANCH

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)325-8847
(416)325-8810 (Public Office, 2nd Flr)
TTY (416)326-8866
Toll Free 1-800-267-8847 (Province-Wide)
TTY Toll Free 1-800-461-8866 (Province-Wide)
Fax (416)325-8501 (Technical Support)
Fax (416)325-0487 (Public Office)
Fax (416)325-0486 (Director's Office)
8:30 - 5:00

The **Personal Property Security Registration** Branch administers the Personal Property Security Act and the Repair and Storage **Liens** Act and relevant computer systems. The registration system allows a person who loans money and takes personal property (e.g. a motor vehicle) as collateral for the **loan** to file notice of the security agreement. In addition, repairers and storers of goods who have returned the goods to the owners before being paid can also register notice of their non-possessory liens. Paper registrations and searches can be made in person or by mail, however, electronic registrations and searches are the primary means of access. Registrations and searches can be conducted in a number of Land Registry Offices.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System
Used Vehicle Information Package

MAILED-IN REGISTRATIONS AND INQUIRIES:
PERSONAL PROPERTY SECURITY REGISTRATION BRANCH

PO Box 21100 Stn A
Toronto M5W 1W6

PUBLIC OFFICE:
PERSONAL PROPERTY SECURITY REGISTRATION BRANCH

University Ctr
2nd Flr, 393 University Ave
Toronto M5G 1E6
8:30 - 5:00

RESOURCE MANAGEMENT AND PROGRAM SUPPORT OFFICE

University Crt
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4880
Fax (416)314-5111
8:30 - 5:00

The Resource Management and Program Support Office provides administrative, financial, planning and policy support to the Registration Division and its operating branches.

BOOKBINDING CENTRE

Macdonald Block
Rm M1B 47A, 900 Bay St
Toronto M7A 1Y5
General Inquiry (416)325-8685
Fax (416)325-8689
8:00 - 4:15

The Bookbinding Centre, Resource Management and Program Support Office, provides bookbinding services for Registration Division.

ONTARIO VITAL STATISTICS IMPROVEMENT PROJECT (ONVIP)

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4892
General Inquiry (807)343-7338 (Thunder Bay)
Fax (416)326-1841
Fax (807)343-7669 (Thunder Bay)
8:30 - 5:00

The Ontario Vital Statistics Improvement Project (ONVIP) is responsible for change management activities at the Office of the Registrar General. The project encompasses initiatives such as developing a new technological platform, redesigning the business process of the ORG and modernizing the legislative framework.

REGISTRAR GENERAL BRANCH

Ontario Government Bldg
3rd Flr, 189 Red River Rd
PO Box 4600
Thunder Bay P7B 6L8
General Inquiry (416)325-8305 (Toronto)
Toll Free 1-800-461-2156
Fax (807)343-7411
Fax (807)343-7459 (Applications Only With Credit Card Payment)
8:30 - 5:00

The Registrar General Branch registers **births**, **deaths**, **marriages**, still-births, **adoption**s and changes of name occurring in Ontario. **Certificates**, searches or certified copies are available to qualified applicants upon payment of appropriate fees. Premium, same day service for walk-in clients is available in nine locations across Ontario. **Statistics** relating to births, still-births, marriages and deaths are compiled annually and published in the "Office of the Registrar General Annual Report". Under the Marriage Act, persons authorized to solemnize marriages in Ontario are issued Certificates of **Registration**.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Change of name, amendments and corrections to registrations
Registration of Births, Deaths, Marriages, Stillbirths, Name Changes, Persons authorized to solemnize marriage.
Statistical service

PUBLIC OFFICE: REGISTRAR GENERAL

Macdonald Block
Rm M2-49, 900 Bay St
Toronto M7A 1Y5
8:30 - 5:00

The Public Office, Registrar General provides walk-in service only.

Services offered to the Public:
Certificates, Certified copies of vital event registrations

WALK-IN SERVICE - BRAMPTON
1st Flr, 7765 Hurontario St
Brampton L6W 4S8
8:30 - 5:00

WALK-IN SERVICE - HAMILTON
Ontario Government Bldg
4th Flr, 119 King St W
Hamilton L8P 4Y7
8:30 - 5:00

WALK-IN SERVICE - LONDON
Unit J, 80 Dundas St
London N6A 6A7
8:30 - 5:00

WALK-IN SERVICE - NORTH BAY
Courthouse
360 Plouffe St
North Bay P1B 9L5
8:30 - 5:00

WALK-IN SERVICE - OTTAWA
Courthouse
4th Flr, 161 Elgin St
Ottawa K2P 2K1
8:30 - 5:00

WALK-IN SERVICE - SUDBURY
Suite 301, 199 Larch St
Sudbury P3E 5P9
8:30 - 5:00

WALK-IN SERVICE - THUNDER BAY
2nd Flr Suite 201, 189 Red River Rd
Thunder Bay P7B 1A2
8:30 - 5:00

WALK-IN SERVICE - WHITBY
590 Rossland Rd E
Whitby L1N 9G5
8:30 - 5:00

WALK-IN SERVICE - WINDSOR
3rd Flr, 250 Windsor Ave
Windsor N9A 6V9
8:30 - 5:00

REAL PROPERTY REGISTRATION BRANCH

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4880
Fax (416)314-4878
Fax (905)521-7505 (For Transition Manager)
8:30 - 5:00

The **Real Property Registration** Branch manages and operates 55 **Land** Registry Offices throughout Ontario which register, store and manage **documents**, **deeds**, **mortgages** and plans of

survey. Registration of real property is done under either the Land **Titles** system or the Registry system. All registered and deposited records are available to the public (for a fee) to search title or obtain information about the ownership of real property. The land registration records are being automated. Electronic search records in relation to various Land Registry Offices is available through Teranet Land Information Services, Teraview gateway system. Electronic registration via Teraview is available in many land registry offices in Ontario. You may call Teranet at 1-800-208-5263.

Services offered to the Public:
Province of Ontario Land Registration Information System
Real Property - Access to database, searches, etc.
Registration of Real Property under either Registry Act or Land Titles Act

REGIONAL OFFICES

EASTERN REGIONAL OFFICE
Suite 1005, 1005 Elgin St W
Cobourg K9A 5J4
General Inquiry (613)531-5599
Fax (613)531-5598
8:30 - 5:00

GTA REGIONAL OFFICE
4th Flr, 20 Dundas St W
Toronto M5G 2C2
General Inquiry (416)314-4896
Fax (416)314-4899
8:30 - 5:00

NORTHERN REGIONAL OFFICE
Suite 302, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4111
Fax (705)564-4354
8:30 - 5:00

WESTERN REGIONAL OFFICE
Courthouse
Unit J, 80 Dundas St
London N6A 6A7
General Inquiry (519)675-7767
Fax (519)675-7771
8:30 - 5:00

BUSINESS IMPROVEMENT TEAM

4th Flr, 20 Dundas St W
Toronto M5G 2C2
General Inquiry (416)314-4880
Fax (416)314-4899
8:30 - 5:00

Real Property Registration, in conjunction with its private sector partner Teranet, introduced in January 1999 the electronic registration of land related documents. This multi-year project will implement electronic registration in 55 land registry offices across the province. This unit is responsible for defining user requirements, conducting testing, writing training and procedures manuals, conducting training, and providing client and staff support.

LAND REGISTRY OFFICES

Besides providing **land registration** and database search services, depending on the specific registry office, clients may obtain birth, death, marriage or certified copies of vital event **records**, **Personal Property Security** Registration registrations and inquiries, access to Ontario Business Connects workstations, or endorsement of a business corporation. The land registration records are being automated. Electronic search records in relation to various Land Registry Offices is available through Teranet Land **Information Services**, INCS Teraview system. You may call Teranet at 1-800-208-5263.

ALEXANDRIA LAND REGISTRY OFFICE (GLENGARRY #14)

63 Kenyon St W
PO Box 668
Alexandria K0C 1A0
General Inquiry (613)525-1315
Fax (613)525-0509
8:30 - 5:00

Alexandria Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Glengarry.

ALMONTE LAND REGISTRY OFFICE (LANARK #27)

2 Industrial Dr
PO Box 1180
Almonte K0A 1A0
General Inquiry (613)256-1577
Fax (613)256-0940
8:30 - 5:00

Almonte Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Lanark. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects. The land registration records in Almonte are being automated. Access to electronically search automated records is available in this office.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

---

BARRIE LAND REGISTRY OFFICE (SIMCOE #51)

Courthouse
114 Worsley St
Barrie L4M 1M1
General Inquiry (705)725-7232
Fax (705)725-7246
8:30 - 5:00

Barrie Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Simcoe. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontario Business Connects, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BELLEVILLE LAND REGISTRY OFFICE (HASTINGS #21)

15 Victoria Ave
Belleville K8N 1Z5
General Inquiry (613)968-4597
Fax (613)968-3606
8:30 - 5:00

Belleville Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Hastings. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, order certificates and certified copies of registrations from the office of the Registrar General and have their order mailed to Thunder Bay for action.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BRACEBRIDGE LAND REGISTRY OFFICE (MUSKOKA #35)

15 Dominion St N
Bracebridge P1L 2E7
General Inquiry (705)645-4415
Fax (705)645-7826
8:30 - 5:00

Bracebridge Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Muskoka district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BRAMPTON LAND REGISTRY OFFICE (PEEL #43)

1st Flr, 7765 Hurontario St
Brampton L6W 4S8
General Inquiry (905)874-4008
Fax (905)874-4012
8:30 - 5:00

Brampton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Peel. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, on line access for registration purposes to Ontario Business Connects, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BRANTFORD LAND REGISTRY OFFICE (BRANT #2)

Courthouse
80 Wellington St
Brantford N3T 2L9
General Inquiry (519)752-8321
(519)752-5571 (PPSR)
Fax (519)752-0273
8:30 - 5:00

Brantford Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Brant. Some of the land registration records are automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

BROCKVILLE LAND REGISTRY OFFICE (LEEDS #28)

7 King St W
Brockville K6V 3P7
General Inquiry (613)345-5751
Fax (613)345-7390
8:30 - 5:00

Brockville Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Leeds. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

CAYUGA LAND REGISTRY OFFICE (HALDIMAND #18)

10 Echo St
PO Box 310
Cayuga N0A 1E0
General Inquiry (905)772-3531
Fax (905)772-0105
8:30 - 5:00

Cayuga Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Haldimand. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

CHATHAM LAND REGISTRY OFFICE (KENT #24)

40 William St N
Chatham N7M 4L2
General Inquiry (519)352-5520
Fax (519)352-3222
8:30 - 5:00

Chatham Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Kent. The land registration records are fully automated. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services. Access to electronically search automated records is available in this office.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

COBOURG LAND REGISTRY OFFICE (NORTHUMBERLAND #39)

Fleming Bldg
Suite 105, 1005 William St
Cobourg K9A 5J4
General Inquiry (905)372-3813
Fax (905)372-4758
8:30 - 5:00

Cobourg Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Northumberland. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

COCHRANE LAND REGISTRY OFFICE (COCHRANE #6)

Courthouse
149 4th Ave
PO Box 580
Cochrane P0L 1C0
General Inquiry (705)272-5791
Fax (705)272-2951
8:30 - 5:00

Cochrane Land Registry Office provides registration and client self serve search services under the Land Titles Act for the district of Cochrane. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

CORNWALL LAND REGISTRY OFFICE (STORMONT #52)

127 Sydney St
Cornwall K6H 3H1
General Inquiry (613)932-4522
Fax (613)932-4524
8:30 - 5:00

Cornwall Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Stormont. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

FORT FRANCES LAND REGISTRY OFFICE (RAINY RIVER #48)

353 Church St
Fort Frances P9A 1C9
General Inquiry (807)274-5451
Fax (807)274-1704
8:30 - 5:00

Fort Frances Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the Rainy River district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

GODERICH LAND REGISTRY OFFICE (HURON #22)

38 North St
Goderich N7A 2T4
General Inquiry (519)524-9562
Fax (519)524-2482
8:30 - 5:00

Goderich Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the geographical area of Huron. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects. The Land Registration Records have been automated. Some cottages ancas remain in the paper system under the Registry Act. Access to electronically search automated records is available in this office.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

GORE BAY LAND REGISTRY OFFICE (MANITOULIN #31)

Courthouse
27 Phipps St
Postal Bag 5
Gore Bay P0P 1H0
General Inquiry (705)282-2442
Fax (705)282-3245
8:30 - 5:00

Gore Bay Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the district of Manitoulin Island. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

GUELPH LAND REGISTRY OFFICE (WELLINGTON #61)

1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-3372
Fax (519)826-3373
8:30 - 5:00

Guelph Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Wellington. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

HAILEYBURY LAND REGISTRY OFFICE (TIMISKAMING #54)

375 Main St
PO Box 159
Haileybury P0J 1K0
General Inquiry (705)672-3332
Fax (705)672-3906
8:30 - 5:00

Haileybury Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Timiskaming district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

HAMILTON LAND REGISTRY OFFICE (WENTWORTH #62)

Ontario Government Bldg
4th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7561
Fax (905)521-7505
8:30 - 5:00

Hamilton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Wentworth. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

HAWKESBURY LAND REGISTRY OFFICE (PRESCOTT #46)

179 Main St E
Hawkesbury K6A 1A1
General Inquiry (613)636-0314
Fax (613)636-0772
8:30 - 5:00

Hawkesbury Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Prescott. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

KENORA LAND REGISTRY OFFICE (KENORA #23)

220 Main St S
Kenora P9N 1T2
General Inquiry (807)468-2794
Fax (807)468-2796
8:30 - 5:00

Kenora Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the Kenora district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

KINGSTON LAND REGISTRY OFFICE (FRONTENAC #13)

1 Court St
Kingston K7L 2N4
General Inquiry (613)548-6767
Fax (613)548-6766
8:30 - 5:00

Kingston Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Frontenac. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontario Business Connects, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

KITCHENER LAND REGISTRY OFFICE (WATERLOO #58)

3rd Flr, 200 Frederick St
Kitchener N2H 6N9
General Inquiry (519)571-6043
Fax (519)571-6067
8:30 - 5:00

Kitchener Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Waterloo. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and order certificates and certified copies of registrations from the Office of the Registrar General and have their order couriered to Thunder Bay for action and Ontario Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

LINDSAY LAND REGISTRY OFFICE (VICTORIA #57)

Provincial Court Bldg
440 Kent St W
Lindsay K9V 6G8
General Inquiry (705)324-4912
Fax (705)324-6290
8:30 - 5:00

Lindsay Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Victoria. Walk-in clients can obtain the following Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

LONDON LAND REGISTRY OFFICE (MIDDLESEX #33)

Unit J, 80 Dundas St
London N6A 6A7
General Inquiry (519)675-7600
(519)675-7612 (Personal Property Security Registration)
Fax (519)675-7611
8:30 - 5:00

London Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Middlesex. The land registration records are fully automated. Electronic registration is available. Remote electronic searching and document submission is available via Teraview and on-site at the LRO. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

METROPOLITAN TORONTO LAND REGISTRY OFFICE #64

Atrium on Bay
3rd Flr Suite 321, 20 Dundas St W
PO Box 108
Toronto M5G 2C2
General Inquiry (416)314-4400
Fax (416)314-5875
8:30 - 5:00

Metropolitan Toronto Land Registry Office provides registration and client self serve search services under the Registry Act for properties registered under this Act in the geographical area of Metropolitan Toronto (the new City of Toronto). The land registration records are being automated and converted to Land Titles progressively. Access to electronically search automated records is available in this office.

Services offered to the Public:
Province of Ontario Land Registration Information System

METROPOLITAN TORONTO LAND REGISTRY OFFICE (LAND TITLES #66)

Atrium on Bay
4th Flr Suite 420, 20 Dundas St W
PO Box 117
Toronto M5G 2C2
General Inquiry (416)314-4430
Fax (416)314-4453
8:30 - 5:00

Metropolitan Toronto Land Registry Office provides registration and client self serve search services under the Registry Act for properties registered under Land Titles for the geographical area of Metropolitan Toronto (the new City of Toronto). The land registration records are being automated. Access to electronically search automated records is available in this office.

Services offered to the Public:
Province of Ontario Land Registration Information System

MILTON LAND REGISTRY OFFICE (HALTON #20)

491 Steeles Ave E
Milton L9T 1Y7
General Inquiry (905)878-7287
Fax (905)876-8806
8:30 - 5:00

Milton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Halton. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. A regulation was passed in 2000 making electronic registration of document optional in Halton. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

MINDEN LAND REGISTRY OFFICE (HALIBURTON #19)

Newcastle St
PO Box 270
Minden K0M 2K0
General Inquiry (705)286-1391
Fax (705)286-4324
8:30 - 5:00

Minden Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Haliburton. In addition, this office provides clerical services for the local court registrar, the court clerk of the provincial division, and the clerk of the small claims court.

MORRISBURG LAND REGISTRY OFFICE (DUNDAS #8)

#8 5th St
PO Box 645
Morrisburg K0C 1X0
General Inquiry (613)543-2583
Fax (613)543-4541
8:30 - 5:00

Morrisburg Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Dundas.

NAPANEE LAND REGISTRY OFFICE (LENNOX #29)

Dale's Plaza
Unit 10, 2 Dairy Ave
Napanee K7R 3T1
General Inquiry (613)354-3751
Fax (613)354-1474
8:30 - 5:00

Napanee Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Lennox. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

NEWMARKET LAND REGISTRY OFFICE (YORK REGION #65)

Courthouse
1st Flr, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)895-1561
Fax (905)895-6517
8:30 - 5:00

Newmarket Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of York Region. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, order certificates and certified copies of registrations from the Office of the Registrar General and have their order couriered to Thunder Bay for action, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

NORTH BAY LAND REGISTRY OFFICE (NIPISSING #36)

Courthouse
360 Plouffe St
North Bay P1B 9L5
General Inquiry (705)474-2270
Fax (705)495-8511
8:30 - 5:00

North Bay Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the Nipissing district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certified copies of registrations on behalf of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

ORANGEVILLE LAND REGISTRY OFFICE (DUFFERIN #7)

County Courthouse
10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-1481
Fax (519)941-6444
8:30 - 5:00

Orangeville Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Dufferin. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Enquiry System

OTTAWA LAND REGISTRY OFFICE (OTTAWA-CARLETON #4)

Courthouse
4th Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1230
Fax (613)239-1422
8:30 - 5:00

Ottawa Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Ottawa-Carleton. The land registration records are fully automated. Electronic registration is available. Access to electronically

search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

OWEN SOUND LAND REGISTRY OFFICE (GREY #16)

East Court Plaza
Suites 1 & 2, 1555 16th St E
Owen Sound N4K 5N3
General Inquiry (519)376-1637
Fax (519)376-1639
8:30 - 5:00 ♿

Owen Sound Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Grey. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

PARRY SOUND LAND REGISTRY OFFICE (PARRY SOUND #42)

28 Miller St
Parry Sound P2A 1T1
General Inquiry (705)746-5816
Fax (705)746-6517
8:30 - 5:00 ♿

Parry Sound Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for the district of Parry Sound. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

PEMBROKE LAND REGISTRY OFFICE (RENFREW #49)

400 Pembroke St E
Pembroke K8A 3K8
General Inquiry (613)732-8331
Fax (613)732-0297
8:30 - 5:00

Pembroke Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Renfrew county. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

PETERBOROUGH LAND REGISTRY OFFICE (PETERBOROUGH #45)

Robinson Pl South Tower
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1342
Fax (705)755-1343
8:30 - 5:00

Peterborough Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Peterborough. The land registration records are being automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

PICTON LAND REGISTRY OFFICE (PRINCE EDWARD #47)

1 Pitt St
PO Box 1310
Picton K0K 2T0
General Inquiry (613)476-3219
Fax (613)476-7908
8:30 - 5:00

Picton Land Registry Office provides registration and client self serve search services under the Registry Act for Prince Edward County. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

---

PRESCOTT LAND REGISTRY OFFICE (GRENVILLE #15)

499 Centre St
PO Box 1660
Prescott K0E 1T0
General Inquiry (613)925-3177
Fax (613)925-0302
8:30 - 5:00

Prescott Land Registry Office provides registration and client self serve search services under the Registry Act for the geographical area of Grenville.

RUSSELL LAND REGISTRY OFFICE (RUSSELL #50)

1122 Concession St
PO Box 10
Russell K4R 1C8
General Inquiry (613)445-2138
Fax (613)445-0614
8:30 - 5:00

Russell Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical township of Russell, Cambridge now the Nation Municipality, Clarence now the City of Clarence-Rockland.

SARNIA LAND REGISTRY OFFICE (LAMBTON #25)

Courthouse
Suite 102, 700 N Christina St
Sarnia N7V 3C2
General Inquiry (519)337-2393
Fax (519)337-8371
8:30 - 5:00

Sarnia Land Registry Office provides registration and client self serve search services under the Registry Act for Lambton county. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations, certain Business Corporation Act transactions and inquiries services and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

SAULT STE MARIE LAND REGISTRY OFFICE (ALGOMA #1)

420 Queen St E
PO Box 550
Sault Ste Marie P6A 5M8
General Inquiry (705)253-8887
Fax (705)253-9245
8:30 - 5:00

Sault Ste Marie Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Algoma district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, online access for registration purposes to Ontario Business Connects and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security Registration Enquiry System

SIMCOE LAND REGISTRY OFFICE (NORFOLK #37)

Courthouse
2nd Flr, 530 Queensway W
PO Box 9
Simcoe N3Y 4K8
General Inquiry (519)426-2216
Fax (519)426-9627
8:30 - 5:00

Simcoe Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Norfolk county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

ST CATHARINES LAND REGISTRY OFFICE (NIAGARA N #30)

59 Church St
St Catharines L2R 3C3
General Inquiry (905)684-6351
Fax (905)684-5874
8:30 - 5:00

St Catharines Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Niagara North. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, on line access for registration purposes to Ontario Business Connects, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

ST THOMAS LAND REGISTRY OFFICE (ELGIN #11)

Courthouse Block
4 Wellington St
St Thomas N5R 2P2
General Inquiry (519)631-3015
Fax (519)631-8182
8:30 - 5:00

St Thomas Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Elgin county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/enquiring against debtors in the Personal Property Security registration enquiry System

STRATFORD LAND REGISTRY OFFICE (PERTH #44)

5 Huron St
Stratford N5A 5S4
General Inquiry (519)271-3343
Fax (519)271-2550
8:30 - 5:00

Stratford Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Perth county. The Land Registration Records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

SUDBURY LAND REGISTRY OFFICE (SUDBURY #53)

Suite 301, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4300
Fax (705)564-4148
8:30 - 5:00

Sudbury Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the Sudbury district. The land registration records are being automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, same day certificates and certified copies of registrations on behalf of the Office of the Registrar General, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

THUNDER BAY LAND REGISTRY OFFICE (THUNDER BAY #55)

2nd Flr Suite 201, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7436
Fax (807)343-7439
8:30 - 5:00

Thunder Bay Land Registry Office provides registration and client self serve search services under the Registry Act and Land Titles Act for Thunder Bay district. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporations Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WALKERTON LAND REGISTRY OFFICE (BRUCE #3)

203 Cayley St
PO Box 1690
Walkerton N0G 2V0
General Inquiry (519)881-2259
Fax (519)881-2322
8:30 - 5:00

Walkerton Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Bruce county. Walk-in clients can obtain Personal Property Security Registration registrations and inquiries services.

Services offered to the Public:
Ontario Business Connects
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WELLAND LAND REGISTRY OFFICE (NIAGARA S #59)

200 Division St
Welland L3B 4A2
General Inquiry (905)735-4011
Fax (905)735-2430
8:30 - 5:00

Welland Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Niagara South. The land registration records are being automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WHITBY LAND REGISTRY OFFICE (DURHAM #40)

590 Rossland Rd E
Whitby L1N 9G5
General Inquiry (905)665-4007
Fax (905)665-5247
8:30 - 5:00

Whitby Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for the geographical area of Durham. The land registration records are fully automated. Electronic registration is available. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, same day certificates and certified copies of registration on behalf of the Office of the Registrar General and online access for registration purposes to Ontatio Business Connects.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WINDSOR LAND REGISTRY OFFICE (ESSEX #12)

3rd Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)971-9980
(519)971-9976 (Personal Property Security Registration)
Fax (519)971-9937
8:30 - 5:00

Windsor Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Essex county. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, certain Business Corporation Act transactions, and same day certificates and certified copies of registrations on behalf of the Office of the Registrar General.

Services offered to the Public:
Certificates, Certified copies of vital event registrations
Incorporation of Business/Non-Profit Corporations
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

WOODSTOCK LAND REGISTRY OFFICE (OXFORD #41)

75 Graham St
Woodstock N4S 6J8
General Inquiry (519)537-6287
Fax (519)537-3107
8:30 - 5:00

Woodstock Land Registry Office provides registration and client self serve search services under the Registry Act and the Land Titles Act for Oxford county. The land registration records are fully automated. Access to electronically search automated records is available in this office. Walk-in clients can obtain the following additional services: Personal Property Security Registration registrations and inquiries services, and online access for registration purposes to Ontario Business Connects.

Services offered to the Public:
Ontario Business Connects
Province of Ontario Land Registration Information System
Registration of security interests under Personal Property Security Act and Repair and Storage Liens Act
Searching/Enquiring Against Debtors in the Personal Property Security Registration Enquiry System

---

TITLE AND SURVEY SERVICES OFFICE

University Ctr
3rd Flr, 393 University Ave
Toronto M5G 1E6
General Inquiry (416)314-4882
Fax (705)564-4354 (Sudbury)
Fax (416)314-4878
Fax (705)755-1343 (Peterborough)
Fax (613)531-5598 (Kingston)
Fax (519)571-6068 (Kitchener)
Fax (519)675-7771 (London)
www.cbs.gov.on.ca
8:30 - 5:00

The Title and **Survey** Services Office of Registration Division is responsible for setting policy and standards for the registration of documents and plans in the **land** registration system for the Province of Ontario. The office also provides support to 55 Land Registry Offices and their clients for resolution of complex legal and survey issues arising from registration of documents and plans under the Acts administered by the Real Property Registration Branch. In addition, the section deals with survey issues and related applications, e.g., the Boundaries Act, First Application to Land **Titles**.

STRATEGIC CORPORATE SUPPORT DIVISION

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8460
Fax (416)326-8461
8:30 - 5:00

Strategic Corporate Support Division provides corporate administrative services and policy support for the ministry. Divisional responsibilities include: accounting, financial planning, purchasing, security and accommodation planning, staff recruitment, corporate learning, human resources. The

Assistant Deputy Minister also administers the implementation of, and compliance with the Freedom of Information and Protection of Privacy Act and the French Language Services Act.

BUSINESS PLANNING AND CORPORATE SERVICES BRANCH

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-0290
Fax (416)326-8776 (Facilities Management)
Fax (416)326-8979 (Financial Management)
Fax (416)326-8461 (Director)
8:30 - 5:00

The branch supports ministry management toward a sound and informed decision-making on business planning, resource allocation, fiscal management, and several administration matters through a comprehensive and co-ordinated ministry-wide approach. The branch's major functions are: Business Planning, Allocation and Resource Management, Performance Measures, Decision Support and Training, Financial Management and Control, Service Management, Quality Service Planning, Facilities Management and Direct Delivery Service in general administration, facilities and accommodation, security and access management for corporate ministry facilities.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8463
Fax (416)326-8461
8:30 - 5:00

The Freedom of Information and Protection of Privacy Office is responsible for the coordination, administration and implementation of the Freedom of Information and Protection of Privacy Act within the ministry and its affiliated agencies. The office responds to requests for information made under the Act; establishes and collects fees in accordance with the Act; provides advice and training to ministry staff on the requirements of the Act; monitors and recommends policies and procedures for collecting and releasing information; and ensures adherence to privacy provisions and other legislative requirements of the Act. The office also liaises with the Information and Privacy Commission regarding appeals, inquiries and investigations. A public reading room for the review of manuals and other information is open during regular office hours on the 34th Floor at 250 Yonge Street, Toronto, Ontario.

HUMAN RESOURCES BRANCH

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8891
Fax (416)326-8932
8:30 - 5:00

The Human Resources Branch works in a consulting capacity with line managers and staff who have responsibility for human resource matters within their unit. The branch is responsible for developing and administering human resources policies and procedures, human resources planning, environmental scans regarding human resources related issues and programs, employment stability coordination, outplacement related services, classification, recruitment, employee benefits counselling, coordination of Workplace Discrimination and Harassment Policy (WDHP), grievance handling, and labour relations advice and direction. The branch also provides specific consulting services to programs in the areas of training and learning, French Language Services, and Innovation and Skills Development. Employee corporate files, payroll, attendance and benefits records are maintained centrally within the Human Resources Branch.

FRENCH LANGUAGE SERVICES

34th Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-8897
Fax (416)326-8932
8:30 - 5:00

The French Language Services coordinator oversees the effective implementation, delivery and maintenance of French language services in all aspects of ministry programs; advises ministry officials and staff on policies and administrative matters regarding French language services; interprets relevant legislation; handles complaints; and keeps the ministry's senior management informed on all subjects related to French language services.

AGENCIES, BOARDS AND COMMISSIONS

ALCOHOL AND GAMING COMMISSION OF ONTARIO

Atrium on Bay
20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-8700
Toll Free 1-800-522-2876
www.agco.on.ca
8:30 - 5:00

The **Alcohol** and **Gaming** Commission of Ontario (AGCO) is a regulatory body having jurisdiction over the Gaming Control Act, 1992, **Liquor Licence** Act and the **Wine** Content Act. Pursuant to these Acts, the AGCO licences and regulates **charitable** and **casino** gaming, **lottery** schemes, **bingos**, raffles, break open tickets as well as casino **employees** and suppliers of goods and services to casinos. Further, the AGCO licences and regulates the sale and service of liquor and liquor licenced premises and Special Occasion **Permit** events.

Services offered to the Public:
Gaming Control Act, 1992
Liquor Enforcement
Liquor Licences
Manufacturer's Licence
Manufacturer's Representative Licence
Order-in-Council 2688/93
Special Occasion Permit

REGIONAL OFFICES

BROCKVILLE DISTRICT OFFICE
Suite 204, 133 King St W
Brockville K6V 6Z1
General Inquiry (613)498-6222
Fax (613)498-1021
8:00 - 4:00

LONDON DISTRICT OFFICE
Suite 201, 150 Dufferin Ave
London N6A 5N6
Toll Free 1-800-522-2876
Fax (519)675-7749
8:00 - 4:00

NIAGARA DISTRICT OFFICE
The Acres House
4th Flr, 4342 Queen St
Niagara Falls L2E 7J7
Toll Free 1-800-522-2876
Fax (905)374-2631
8:30 - 5:00

ORILLIA DISTRICT OFFICE
Cottage "C"
3rd Flr, 700 Memorial Ave
Orillia L3V 6H1
Toll Free 1-800-522-2876
Fax (705)329-6732
8:00 - 4:00

OTTAWA DISTICT OFFICE
Emerald Plaza
5th Flr Suite 500, 1547 Merivale Rd
Nepean K2G 4V3
General Inquiry (613)274-0000
Fax (613)274-0103
8:00 - 4:00

SAULT STE MARIE DISTRICT OFFICE
The Queens Ctr
Suite 203, 477 Queen St E
Sault Ste Marie P6A 1Z5
General Inquiry (705)946-6552
Fax (705)946-6557
8:00 - 4:00

SUDBURY DISTRICT OFFICE
Suite 1001, 199 Larch St
Sudbury P3E 5P9
Toll Free 1-800-522-2876
Fax (705)564-6898
8:00 - 4:00

THUNDER BAY DISTRICT OFFICE
Suite 206, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7527
Fax (807)343-7524
8:00 - 4:00

WINDSOR DISTRICT OFFICE
4th Flr, 250 Windsor Ave
Windsor N9A 6V9
Toll Free 1-800-522-2876
Fax (519)258-7002
8:00 - 4:00

TORONTO-HEAD OFFICE
Atrium on Bay
8th Flr, 20 Dundas St W
Toronto M5G 2N6
General Inquiry (416)326-0330
Fax (416)326-0300
8:30 - 5:00

LICENCE APPEAL TRIBUNAL

CIBC Bldg
12th Flr, 1 St Clair Ave W
Toronto M4V 1K6
General Inquiry (416)314-4260
Toll Free 1-800-255-2214
Fax (416)314-4270
Fax (416)314-6307
Toll Free Fax 1-800-720-5292
8:15 - 4:30

The **Licence Appeal** Tribunal is an adjudicative tribunal created on April 1, 2000, under the Licence Appeal Tribunal Act. The Tribunal provides for an impartial, independent means to appeal decisions concerning **compensation claims** and licensing activities regulated by the Ministry of Consumer and **Business** Services, the Ministry of Transportation, the Ministry of Community and Social Services and the Ministry of Training, Colleges and Universities. The Tribunal carries on the duties of the licensing appeal responsibility of the Child and Family Services Review Board, the Commercial **Registration** Appeal Tribunal, the Licence Suspension Appeal Board and the Private **Vocational** School Review Board.

Services offered to the Public:
Appeal Tribunal

LIQUOR CONTROL BOARD OF ONTARIO

55 Lakeshore Blvd E
Toronto M5E 1A4
Toll Free 1-800-668-5226
www.lcbo.com

The **Liquor** Control Board controls the production, importation, distribution and sale of **alcohol**ic beverages in Ontario.

Services offered to the Public:
IMAGE Books
LCBO Brand List With Vendor and Agent Names
LCBO List of Consignment Agents
LCBO Ontario Agent List
LCBO People Places Numbers
LCBO Store Name and Address Directory

ONTARIO FILM REVIEW BOARD

1075 Millwood Rd
Toronto M4G 1X6
General Inquiry (416)314-3626
Fax (416)314-3632
www.ofrb.gov.on.ca
8:30 - 5:00

The Ontario **Film** Review Board is an independent agency of the Ministry of Consumer and Business Services. The Board approves and classifies all films and videos and all **advertising** for exhibition or distribution in Ontario. The Board's mission statement is to reflect the diverse communities of Ontario by striving to reach consensus in the **classification** of films and videos, and to assist the public in making informed viewing decisions.

Services offered to the Public:
Approval and Classification of Films and Videos

ONTARIO RACING COMMISSION

9th Flr, 20 Dundas St W
Toronto M5G 2C2
General Inquiry (416)327-0520
Fax (416)325-3478
8:30 - 5:00

The Ontario **Racing** Commission (ORC) was established under the Racing Commission Act in 1950 to govern, direct, control and regulate horse racing in the province. The **ORC** licenses all race track operators, teletheatre locations and all racing participants. Rules of racing are developed and enforced by the ORC, which holds public **hearings** on any **appeal**s or rulings issued by Commission Judges or Stewards officiating at races. The ORC also approves the dates a race track can operate. The ORC can be contacted to provide information regarding when and where racing is being conducted, **licensing** requirements and any general inquiries on the racing and breeding industry.

Services offered to the Public:
Information Services
Licence to Participate in Racing

ACTS

Alcohol and Gaming Regulation and Public Protection Act, 1996
Amusement Devices Act
Apportionment Act
Assignments and Preferences Act
Athletics Control Act
Bailiffs Act
Boilers and Pressure Vessels Act
Boundaries Act
Business Corporations Act
Business Names Act
Business Practices Act
Business Regulation Reform Act, 1994
Cemeteries Act (Revised)
Certification of Titles Act
Change of Name Act
Collection Agencies Act
Condominium Act, 1998
Consumer Protection Act
Consumer Protection Bureau Act
Consumer Reporting Act
Corporations Act
Corporations Information Act
Criminal Code Section 207 (lotteries)
Debt Collectors Act
Discriminatory Business Practices Act
Electronic Registration Act, 1991
Elevating Devices Act
Energy Act
Enforcement of Judgements Conventions Act, 1999
Extra-Provincial Corporations Act
Factors Act
Funeral Directors and Establishments Act
Gaming Control Act, 1992
Gasoline Handling Act
Land Registration Reform Act
Land Titles Act
Licence Appeal Tribunal Act, 1999
Limited Partnerships Act
Liquor Control Act
Liquor Licence Act
Loan Brokers Act, 1994
Marriage Act
Ministry of Consumer and Commercial Relations Act
Motor Vehicle Dealers Act
Motor Vehicle Repair Act
Official Notices Publication Act
Ontario Lottery and Gaming Corporation Act, 1999
Ontario New Home Warranties Plan Act
Operating Engineers Act
Paperback and Periodical Distributors Act
Partnerships Act
Personal Property Security Act
Petroleum Products Price Freeze Act, 1975 (unconsolidated and unrepealed)

Prepaid Services Act
Racing Commission Act
Real Estate and Business Brokers Act
Registry Act
Repair and Storage Liens Act
Residential Complex Sales Representation Act
Retail Business Holidays Act
Safety and Consumer Statutes Administration Act, 1996
Settlement of International Investments Disputes Act, 1999 (not yet in force)
Statute and Regulation Revision Act, 1998
Technical Standards and Safety Act, 2000 (not yet in force)
The Arthur Wishart Act (Franchise Disclosure), 2000
Theatres Act
Travel Industry Act
Upholstered and Stuffed Articles Act
Vital Statistics Act
Vitners Quality Alliance Act, 1999
Wine Content Act

MINISTRY OF CULTURE

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-1234
www.culture.gov.on.ca

The Ministry of Culture is responsible for the development of policies and programs and the operation of programs related to arts, cultural industries, heritage sectors and public libraries in Ontario. They oversee program and financial liaison with the ministry's eleven cultural agencies and two library agencies.

DEPUTY MINISTER

COMMUNICATIONS BRANCH

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
(416)325-1691 (Customer Service Line)
Fax (416)325-5968
8:00 - 5:00

Reporting to the Deputy Minister, the Communications Branch provides leadership in communicating the ministry's programs and policies related to its core businesses and to the government's corporate communications agenda. The branch supports the minister, deputy minister and senior ministry staff in handling contentious issues, in responding to public inquiries, in evaluating and implementing communication plans. The branch also advises on, and organizes the minister's and deputy minister's participation in public events. The media, the general public and the cultural sector are also serviced by the Communications Branch through the publication of news releases, internet sites, and the hosting of special events and announcements related to the ministry's core businesses.

INTERNAL AUDIT SERVICES

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6560
Fax (416)585-7377
8:30 - 4:45

Internal Audit Services is an independent, objective assurance and consulting activity designed to add value and improve the operations of the Ministry of Culture, Ministry of Tourism and Recreation, and the Ministry of Citizenship . It helps the ministries accomplish their objective by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance.

POLICY AND AGENCY PARTNERSHIPS BRANCH

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)314-3680
Fax (416)325-8568
8:30 - 5:00

The Policy and Agency Partnerships Branch develops and provides innovative cross-sectoral and cross-industry strategic corporate policy advice to the Minister and the Deputy Minister of the Ministry of Culture and the Ministry of Tourism and Recreation, consistent with our core businesses and strategic directions.

CORPORATE AGENCY RELATIONS UNIT

15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)325-8292
Fax (416)314-7341

The Corporate Agency Relations Unit provides policy leadership and strategic corporate coordination on cross-agency issues and central agency accountability requirements relating to the 12 agencies of the Ministry of Culture. The unit develops strategies and manages innovative partnership initiatives to increase innovation, synergies, efficiency, and accountability among agencies and provides advice to the Ministers' Offices and Deputy Minister's Office on cross-agency issues. The unit also provides agency liaison and stewardship for the Ontario Trillium Foundation and coordinates Ontario Trillium Foundation board appointments.

CORPORATE POLICY UNIT

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)314-3680
Fax (416)325-8568
9:00 - 5:00

The Corporate Policy Unit provides the Ministers and Deputy Minister with high-quality and timely policy advice on Cabinet and senior committee agendas and related business. The unit leads the review and analysis of Cabinet submissions, legislation and policy proposals initiated by other ministries to identify, evaluate and develop recommendations on potential impact on ministries' policies, programs and clients. The unit acts as the primary Ministry of Culture and Ministry of Tourism and Recreation contact with Cabinet Office on Cabinet agenda issues and works with the ministry staff to develop quality policy submissions that meet central agency requirements for policy and communications analysis. The unit liaises with other ministries and participates on inter-ministerial committees to represent the Ministry of Culture and the Ministry of Tourism and Recreation's policy positions and provides corporate policy advice and briefings.

STRATEGIC POLICY UNIT

15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)325-8292
Fax (416)314-7341
9:00 - 5:00

The Strategic Policy Unit provides innovative strategic policy options to support the ministers in realizing the ministries' vision and leads the development of cross-ministry policy initiatives that

accelerate job creation, economic growth and stronger communities. The unit also builds collaboration networks with internal and external stakeholders to ensure continued appropriateness of government policy, structures and strategies.

ARTS AND CULTURAL INDUSTRIES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7747
Fax (416)314-7460
9:00 - 5:00

The Arts and Cultural Industries Branch endeavours to encourage the arts and cultural industries in order to maximize their contribution to the province's economic and social vitality. Programs are delivered by two units each responsible for different cultural sectors.

ARTS AND CULTURAL INDUSTRIES UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7747
Fax (416)314-7460
9:00 - 5:00

The **Arts** and **Cultural** Industries Unit generates policies to promote the cultural vitality of Ontario, foster links with other departments across government and advise on sector strategies for economic success. The unit also delivers a variety of programs including operating support for eligible Arts Service Organizations and assists partnerships designed to increase self-sufficiency through the Cultural Strategic Development Fund. The unit administers the Trillium Book Prize/Prix Trillium for the best book published in the province. Policy and program areas serve to advise and research many cultural areas, from book publishing, magazine publishing, sound recording, **film** and TV, digital media, visual arts, **theatre**, dance and literature, so that Ontario's creative community may continue to thrive and prosper.

CULTURAL AGENCY COORDINATION

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7354
9:00 - 5:00

The Cultural Agency Coordination unit is responsible for fiscal, policy and program liaison with eight cultural agencies of the ministry. The eight cultural agencies are: the Art Gallery of Ontario, McMichael Canadian Art Collection, Ontario Arts Council, Ontario Media Development Corporation, Ontario Science Centre, Royal Botanical Gardens, Royal Ontario Museum and Science North.

HERITAGE AND LIBRARIES BRANCH

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7358
Fax (416)314-7635
9:00 - 5:00

The Heritage and Libraries Branch protects Ontario's heritage in order to maximize its contribution to the province's economic and social vitality and provides leadership to public libraries and library agencies to develop accessible, equitable and empowering information and library services for the people of Ontario.

HERITAGE OPERATIONS

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7155
General Inquiry (416)314-7148
Fax (416)314-7175
Fax (613)244-4282 (Ottawa)
Fax (807)623-7926 (Thunder Bay)
Fax (519)675-7777 (London)
9:00 - 5:00

The **Heritage** Operations unit performs regulatory, planning and **educationa**l functions related to **archaeological** and cultural resource management. These functions are outlined in the Ontario Heritage Act, and support resources **conservation** under the Planning Act, the **Environmental Assessment** Act and other pieces of legislation. The unit maintains a database of the 16,000 known archaeological and museological sites in Ontario. Through three regional archaeology offices, the unit assists communities and groups in identifying, conserving and managing **marine** and land-based archaeological resources, and provides technical assistance to projects that encourage education and **training** in archaeological **research** and resource conservation. Specialized advisory services and **funding** assistance are provided to a wide range of heritage groups including community **museum**s, local **historical** societies and other heritage organizations. Archaeological **licence**s are provided through this unit.

HERITAGE POLICY AND PROGRAM DEVELOPMENT

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7136
(416)314-7137 (Conservation Review Board)
Fax (416)314-7790
9:00 - 5:00

Heritage Policy and Program Development unit advises other provincial ministries, **municipal**ities, Local **Architectural Conservation** Advisory Committees, heritage organizations and the private sector on heritage conservation and planning, and provides technical assistance and advice on architectural conservation practices and techniques. The unit maintains a register of designated heritage properties. The unit provides administrative support to the Conservation Review Board, a regulatory agency of the Ministry of Culture.

LIBRARIES

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7620
Fax (416)314-7635

The Libraries unit administers the Public Libraries Act, develops and evaluates provincial policies on **library** services, provides consultative support and administers grant and **pay equity** programs and the Public Library Service **Award**s. The unit coordinates two agencies: the Ontario Library Service - North and the Southern Ontario Library Service, which deliver programs and services for the ministry.

REGIONAL AND CORPORATE SERVICES

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7311
Toll Free 1-877-395-4105
Fax (416)314-7313
8:30 - 5:00

Regional and Corporate Services are provided to the Ministry of Culture and Ministry of Tourism and Recreation by the same division that provides these services to the Ministry of Citizenship. These services are provided through the following branches: Corporate Resources; Human Resources; Legal Services; Regional Services; Technology and Business Solutions.

CORPORATE RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6136
Fax (416)314-4968
8:30 - 4:45

The Corporate Resources Branch provides advice on fiscal and budget planning, accounting and related financial matters to the Ministry of Culture, Ministry of Tourism and Recreation and the Ministry of Citizenship. It also provides administrative support services. The Facilities, Information and Records Management Unit provides facilities and assets management, print, Freedom of Information/Protection of Privacy and records management services. The Business and Fiscal Planning Unit is responsible for budget analysis and advice, and financial planning.

HUMAN RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6078
TTY (416)325-6372
Fax (416)325-6371
8:30 - 4:45

Human Resources Branch provides strategic consulting and planning services to executive and line management. It is responsible for human resource policies and procedures, collective agreement administration, provision of human resources information, health and safety services, position classification, recruitment, organizational design, human resources planning and learning services. The branch provides services to the Ministry of Culture, Ministry of Citizenship and the Ministry of Tourism and Recreation.

LEGAL SERVICES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7025
Fax (416)314-7038
9:00 - 5:00

The Legal Services Branch provides legal services for the Ministry of Culture and Ministry of Tourism and Recreation and some of its agencies. Services provided include corporate and commercial law, property law, administrative law, intellectual property law, legislative interpretation and human rights law.

REGIONAL SERVICES BRANCH

123 Edwards St
Toronto M7A 2R9
General Inquiry (416)314-0738
Fax (416)314-6686

Regional Services Branch provides value-added consulting and delivery services to program areas of the Ministry of Culture, Ministry of Tourism and Recreation and the Ministry of Citizenship.

CENTRAL AREA

3rd Flr, 123 Edward St
Toronto M7A 2R9
General Inquiry (416)314-6044
Toll Free 1-877-395-4105
Fax (416)314-2024
8:30 - 5:00

HAMILTON OFFICE
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7244
Toll Free 1-877-395-4105
Fax (905)521-7398
8:30 - 4:45

MIDHURST OFFICE
2284 Nursery Rd
Midhurst L0L 1X0
Toll Free 1-877-395-4105
Fax (705)739-6697

ST CATHARINES OFFICE
9th Flr, 301 St Paul St
St Catharines L2R 7R4
Toll Free French 1-800-263-2441
Fax (905)704-3955
8:30 - 4:45

NORTHERN AREA

Suite 334, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

DRYDEN OFFICE
479 Government Rd, PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-8682
Toll Free 1-800-525-8785
Fax (807)223-8502
8:30 - 4:45

KENORA OFFICE
810 Robertson St
Kenora P9N 4J4
General Inquiry (807)468-2450
Toll Free 1-800-465-1108
Fax (807)468-2788
8:30 - 5:45

NORTH BAY OFFICE
447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4182
Toll Free 1-800-461-9563
Fax (705)494-4069
8:30 - 4:45

SAULT STE MARIE OFFICE
Roberta Bondar Pl
Suite 200, 70 Froster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5885
Toll Free 1-800-461-7284
8:30 - 4:45

SIOUX LOOKOUT OFFICE
62 Queen St
PO Box 267
Sioux Lookout P8T 1A3
General Inquiry (807)737-1018
Toll Free 1-800-529-6619
Fax (807)737-3379
8:30 - 4:45

SUDBURY OFFICE
Ontario Government Bldg
Suite 401, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3035
Toll Free 1-800-461-4004
Fax (705)564-3043
8:30 - 4:45

THUNDER BAY OFFICE
Suite 334, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

TIMMINS OFFICE
Ontario Government Complex
Hwy 101 E
PO Box 3085
South Porcupine P0N 1H0
General Inquiry (705)235-1550
Toll Free 1-800-305-4442
Fax (705)351-1553
8:30 - 4:45

SOUTHEAST AREA

1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45

BRACEBRIDGE OFFICE
15 Dominion St
Bracebridge P1L 2E7
General Inquiry (705)646-0351
Toll Free 1-800-360-1304
Fax (705)646-0544

HUNTSVILLE OFFICE
207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-4448
Fax (705)789-9533

KINGSTON OFFICE
Ontario Government Bldg Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5580
Toll Free 1-800-293-7543
Fax (613)531-5585
8:30 - 4:45

OTTAWA OFFICE
1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45

PETERBOROUGH OFFICE
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2624
Toll Free 1-800-461-7629
Fax (705)552-2631
8:30 - 4:45

SOUTHWEST AREA

Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:45

KITCHENER OFFICE
Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30

LONDON OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
Toll Free 1-800-265-4730
Fax (519)873-4061
8:30 - 4:30

MARKDALE OFFICE
181 Toronto St S
PO Box 496
Markdale N0C 1H0
Toll Free 1-800-265-5520
Fax (519)986-3014
8:30 - 4:30

WINDSOR OFFICE
21 Mill St
Windsor N9C 2R1
Toll Free 1-800-265-1330
Fax (519)973-1414
8:30 - 4:45

TECHNOLOGY AND BUSINESS SOLUTIONS BRANCH (MCL/CZP/MTR)

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6296
Fax (416)325-6388
8:30 - 5:00

Responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Citizenship (including the Ontario Women's Directorate & the Ontario Seniors' Secretariat), and the Ministry of Culture and Ministry of Tourism and Recreation. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations, technical support and education to ensure the ongoing and effective use of Technology, and systems development including the management of corporate systems and the corporate network. Under administrative agreements, the MCL/CZP/MTR Technology and Business Solutions Branch also provides I&IT services and support to the Office of Francophone Affairs and the Ontario Human Rights Commission.

AGENCIES, BOARDS AND COMMISSIONS

ART GALLERY OF ONTARIO

317 Dundas St W
Toronto M5T 1G4
General Inquiry (416)977-0414
(416)979-6660 (Automated Switchboard)
(416)977-8547 (Public Affairs)
(416)979-6648 (Automated Information)
Fax (416)979-6646
Fax (416)979-6669 (Director's Office)
www.ago.net
9:00 - 5:00

The **Art** Gallery of Ontario (AGO) has a permanent collection of more than 22,000 works representing Canadian, international, **historical**, modern and contemporary art, including the largest international public collection of works by Henry Moore. Visitors may also tour The Grange, a restored historic house adjoining the gallery. The AGO offers a variety of activities such as **tours**, lectures, performances and films, as well as **education**al programs for all ages. The gallery operates an outreach program which includes travelling **exhibitions** and artists' workshops to communities throughout Ontario and Canada. Other services provided by the AGO include activity centres (e.g. Hands-On), resource centres (e.g., art reference **library**, print and drawing centre), restaurant, retail shop and art rental and sales.

CONSERVATION REVIEW BOARD

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7137
Fax (416)314-7790

The **Conservation** Review Board holds **hearings**, at the request of a **municipal**ity, if owners object to municipal designation of property for **historical** or **architectural conservation**. The board reports its findings to the municipal council. Hearings are also held for **appeal**s on the Minister's designation of **archaeological** or historic sites or on the Minister's refusal of archaeological **licence**s.

MCMICHAEL CANADIAN ART COLLECTION

10365 Islington Ave
Kleinburg L0J 1C0
General Inquiry (905)893-1121
Fax (905)893-2588
www.mcmichael.com
8:30 - 4:30

The McMichael Canadian **Art** Collection houses one of the most important collections of Canadian art in the world with a focus on the Group of Seven and their contemporaries. From the initial gift by Robert and Signe McMichael in 1965 of 200 art works, a log and fieldstone building and 100 acres of land, the McMichael Canadian Collection has expanded to over 6,000 works. It remains the only major art **museum** in Canada devoted exclusively to Canadian art.

ONTARIO ARTS COUNCIL

5th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)961-1660
Toll Free 1-800-387-0058
Fax (416)961-7796
www.arts.on.ca
9:00 - 5:00

The Ontario **Arts** Council (OAC) is an arm's-length agency of the Ontario Ministry of Culture that supports artists and organizations involved in the arts in Ontario through granting programs, awards and services. Since its establishment in 1963, OAC has played a vital role in promoting and assisting the development of the arts and artists for the enjoyment and benefit of all Ontarians.

ONTARIO ARTS COUNCIL FOUNDATION

5th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)969-7413
Fax (416)921-8763

The Ontario **Arts** Council Foundation is a public **charitable** foundation which administers private funds given to support the arts. Income on these funds is disbursed each year in the form of awards and **scholarship**s. The Ontario Arts Council Foundation also administers the $50-million Arts Endowment Fund Program (AEF). The AEF is a program of the Government of Ontario, through the Ministry of Culture.

ONTARIO CULTURAL ATTRACTIONS FUND

5th Flr, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)969-7421
Fax (416)921-8763
www.ocaf.on.ca
9:00 - 5:00

This is a program of the Ministry of Culture administered by the Ontario **Cultural** Attractions Fund. The $20-million revolving **loan** and grant fund is dedicated to promoting cultural tourism and building organizational capacity.

ONTARIO HERITAGE FOUNDATION

3rd Flr, 10 Adelaide St E
Toronto M5C 1J3
General Inquiry (416)325-5000
Fax (416)325-5071
www.heritagefdn.on.ca
8:30 - 5:00

The Ontario **Heritage** Foundation (OHF) is dedicated to preserving, protecting and promoting Ontario's heritage for all of us to enjoy now and for others to experience in the future. The Foundation manages and, in some cases, restores provincially significant historic **buildings** and their related artifact and **archaeological** collections; provides public access and interpretive programs at its properties; and negotiates and monitors **conservation** easement agreements with owners of both **historical** buildings and natural heritage sites. The Foundation also encourages efforts to document and present Ontario's multi-faceted heritage by producing general and technical **publications** and by assisting groups to erect local historical plaques. The Provincial Historical Plaques Program, which commemorates historically significant people, places, events, sites and structures, is administered by the OHF. Through natural heritage programs, the Foundation protects significant natural sites.

ONTARIO HERITAGE FOUNDATION CONFERENCE FACILITIES

1st Flr, 10 Adelaide St E
Toronto M5C 1J3

George Brown House, Ontario Heritage Ctr
186 Beverley St
Toronto M5T 1L4

General Inquiry (416)314-3586
Fax (416)325-5071
8:30 - 5:00

ELGIN AND WINTER GARDEN THEATRE CENTRE
189 Yonge St
Toronto M5B 1M4
General Inquiry (416)325-4144
Fax (416)325-5071
8:30 - 5:00

ONTARIO LIBRARY SERVICE - NORTH

334 Regent St
Sudbury P3C 4E2
General Inquiry (705)675-6467
Toll Free 1-800-461-3508 (Interloan Requests Service)
Toll Free 1-800-663-7226 (Tele-Reference Service)
Toll Free 1-800-398-8890
Fax (705)675-2285
Toll Free Fax 1-800-563-0561 (Tele-Reference Service)
Toll Free Fax 1-800-398-8890 (Interloan Requests Service)
www.olsn.on.ca
8:30 - 4:30

Ontario **Library** Service - North is an agency of the ministry, and one of two Ontario Library Service boards. The mandate of Ontario Library Service - North is to increase cooperation among public libraries and facilitate the development of local services. Services include resource-sharing networks, inter-library loan, coordinated telecommunications, planning and coordination, materials

delivery and cooperative collection development. Ontario Library Service - North also provides consultation and technical assistance, First Nations library services, regional development clusters of libraries, trustee development, seminars and workshops.

KIRKLAND LAKE
11 Station Rd S
Kirkland Lake P2N 3H2
General Inquiry (705)567-3341
Toll Free 1-800-461-6348
Fax (705)567-9410
8:30 - 4:30

THUNDER BAY
946B Cobalt Cres
Thunder Bay P7B 5W3
General Inquiry (807)683-1670
Toll Free 1-800-461-7763
Fax (807)344-0075
8:30 - 4:30

SUDBURY
334 Regent St
Sudbury P3C 4E2
General Inquiry (705)675-6467
Toll Free 1-800-461-6348
Fax (705)671-2441
8:30 - 4:30

ONTARIO MEDIA DEVELOPMENT CORPORATION

North Tower
Suite 300, 175 Bloor St E
Toronto M4W 3R8
General Inquiry (416)314-6858
Fax (416)314-6876
www.to-ontfilm.com
9:00 - 5:30

In May 2000, the Ontario Government announced the creation of the Ontario Media Development Corporation (OMDC) which assumed the functions of the former Ontario **Film** Development Corporation and will offer a new menu of programs and services supporting book and magazine publishing, sound recording, digital media as well as film and **television**. The agency administers six tax credits supporting film, television, interactive digital media, sound recording and book publishing. The OMDC attracts **international** producers to Ontario to use the province's location and production facilities. The OMDC's **Skills Development** and Marketing initiatives provide practical **training** opportunities for emerging content producers.

ONTARIO SCIENCE CENTRE

770 Don Mills Rd
Toronto M3C 1T3
General Inquiry (416)429-4100
Fax (416)696-3167 (International Sales)
Fax (416)696-3124 (Mailroom)
Fax (416)696-3241 (Facility Services)
Fax (416)696-3135 (Director General)
Fax (416)696-3106 (Facility Services)
Fax (416)696-3161 (Marketing)
Fax (416)696-3189 (Exhibit Operations)
Fax (416)696-3181 (Research & Planning)
Fax (416)696-3197 (Science Education)
Fax (416)696-3166 (Visitor Admission)
Fax (416)696-3115 (Design)
www.osc.on.ca

The Ontario **Science** Centre opens minds to science and technology by creating interactive exhibits, demonstrations and programs that excite curiosity, inspire insight and motivate learning. Everyday, staff hosts demonstrate the wonders of science – in electricity (a hair-raising experience), papermaking, chemistry, a starlab, a foundry and seasonal nature walks. Entertaining scientific fun is explored in more than 800 exhibits within 13 exhibition halls. New **exhibitions** including the Attractions Canada award winning, TIMESCAPE: Unearthing the Mysteries of Time, provide powerful hands-on encounters with cutting-edge technology. The Shoppers Drug Mart OMNIMAX Theatre thrills the senses with daily screenings. One of the top ten domed theatres in the world, the OMNIMAX Theatre wraps 24 metres of image and 13,000 watts of sound around the viewer.

ONTARIO TRILLIUM FOUNDATION

5th Flr, 45 Charles St E
Toronto M4Y 1S2
General Inquiry (416)963-4927
(416)963-7905 (TTY/TDD)
Toll Free 1-800-263-2887
Fax (416)963-8781
www.trilliumfoundation.org
8:30 - 5:00 ♿

The Ontario Trillium Foundation is an agency of the Ministry of Culture. Trillium provides funds to **charitable** and not-for-profit organizations that benefit the community. Trillium also delivers, on behalf of the Ministry of Citizenship, the Access Fund and Community Connections.

ROYAL BOTANICAL GARDENS

680 Plains Rd W
Burlington L7T 4H4
General Inquiry (905)527-1158
(905)527-1158x222 (Pappus Editor)
(905)527-1158x229 (Membership Sales & Information/Memorials/Gifts-In-Kind)
(905)527-1158x290 (Corporate Support, Sponsorships)
(905)527-1158x270 (Public/Education Programs Registration)
(905)577-7771 (RBG Auxiliary)
(905)527-1158x291 (Group Tour Bookings)
(905)527-1158x276 (Nature Interpretive Centre)
(905)529-2920 (Gardens' Cafe)
(905)527-5577 (Gardens' Shop)
(905)527-1158x246 (Library)
(905)527-1158x223 (Festivals/Events Information Hotline - Summer)
(905)527-1158x273 (Facility Rentals)
Toll Free 1-800-694-4769 (Garden Information Service)
Fax (905)527-8734 (Director's Office)
Fax (905)577-0375
www.rbg.ca
9:00 - 5:00 ♿

The Royal Botanical **Gardens** (RBG) is a major scientific and **research** institution located in the Hamilton/Burlington area. In its 2,700 acres, it encompasses formal outdoor gardens, areas of natural heritage significance such as Cootes Paradise, and a Mediterranean Greenhouse featuring exotic flowers and trees. **Tours** and **educationa**l programs are offered providing a wide variety of learning experiences in botanical studies, **horticulture**, natural history, and **arts** and crafts. Other public services include a **library** specializing in botany and ornamental horticulture in Ontario, **gift shop** and dining facilities open year-round.

ROYAL ONTARIO MUSEUM

100 Queen's Park
Toronto M5S 2C6
General Inquiry (416)586-5549
TTY (416)586-5550
Fax (416)586-8022 (Marketing Communications)
Fax (416)586-5733 (Board of Trustees)
Fax (416)586-5703 (Membership)
Fax (416)586-5863 (Central)
Fax (416)586-5827 (Human Resources)
Fax (416)586-5685 (President & Chief Operating Officer)
Fax (416)586-5649 (ROM Foundation)
Fax (416)586-8044 (Vice Presidents)
www.rom.on.ca

The Royal Ontario **Museum** (ROM) is the largest museum in Canada, with a collection of over six million artifacts and specimens representing arts, archaeology and natural **science**. Among many highlights, its Chinese collection is one of the finest in the world. The ROM offers a variety of activities such as special **exhibitions**, guided **tours**, performances, lectures and films, as well as **educationa**l programs for all ages. Extensive outreach services feature travelling exhibits, school programs and resource packages, and a speakers' bureau. Other services include specialized **libraries**, **gift shop**s and a café. The museum is open to the public Monday through Sunday 10:00 a.m.- 6:00 p.m. (open until 8:00 p.m. Fridays effective Oct 22/99) and also during Christmas and March Break school holidays. The museum offers Free Friday Nights, 4:30 - 8:00 p.m. and discounted student/seniors admissions.

ROM FOUNDATION

100 Queen's Park
Toronto M5S 2C6
General Inquiry (416)586-5660
Fax (416)586-5649

The ROM Foundation was incorporated as a separate legal entity by the Province of Ontario in 1992. It is governed by an independent Board of Directors. The ROM Foundation coordinates all private-sector fundraising to enhance the **museum**'s programs, collections and research and to ensure the stability and growth of the museum's endowments.

SCIENCE NORTH

100 Ramsey Lake Rd
Sudbury P3E 5S9
General Inquiry (705)522-3701
Fax (705)522-1283 (Exhibit)
Fax (705)522-4954 (Administration)
Fax (705)522-8551 (CEO's Office)
www.sciencenorth.ca
8:30 - 5:00

Science North provides a stimulating bilingual learning program involving people in the relationships between science, **technology** and everyday life, with particular emphasis on the northern environment. It presents participatory exhibits and **educationa**l science programs through its three floors of interactive activities. Science North attractions include a science centre, IMAX **film** theatre, Virtual Voyages - Motion Simulator, and the F. Jean MacLeod Butterfly Gallery. School groups participate extensively in the many programs available year-round at Science North. Other services, open daily year-round, include a rock cavern theatre for 3D-films, object theatres, **gift shop** and dining facilities. Dynamic Earth, an earth science interactive centre that includes an

underground tour is under construction and is scheduled to open in the spring of 2003 as a new Science North attraction.

SOUTHERN ONTARIO LIBRARY SERVICE

Suite 601, 151 Bloor St W
Toronto M5S 1T6
General Inquiry (416)961-1669
Toll Free 1-800-387-5765
Fax (416)961-5122
www.sols.org

Southern Ontario **Library** Service is an agency of the ministry, and one of two Ontario Library Service boards. The mandate of Southern Ontario Library Service is to increase cooperation among public libraries and facilitate the development of local services. Services include resource-sharing networks, inter-library loan, coordinated telecommunications, planning and coordination, materials delivery and cooperative collection development. Southern Ontario Library Service also provides consultation and technical assistance, First Nations library services, regional development clusters of libraries, trustee development, seminars and workshops.

OTTAWA
Suite 310, 1900 City Park Dr
Ottawa K1J 1A3
General Inquiry (613)742-0707
Toll Free 1-800-267-2758
Fax (613)742-0712

ACTS

Art Gallery of Ontario Act
Arts Council Act
Centennial Centre of Science and Technology Act
Foreign Cultural Objects Immunity from Seizure Act
George R. Gardiner Museum of Ceramic Art Act
Ontario Heritage Act
Public Libraries Act
Royal Botanical Gardens Act, 1989
Royal Ontario Museum Act
Science North Act
Tartan Act, 2000

MINISTRY OF EDUCATION

Mowat Block
900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2929
Toll Free 1-800-387-5514 (Outside 416 Area Code)
TTY Toll Free 1-800-263-2892
Fax (416)325-6348
www.edu.gov.on.ca
8:00 - 5:00

The Ministry of Education administers the system of publicly funded elementary and secondary school education in Ontario, in accordance with the directions set by the provincial government. The ministry also provides education services to students at schools for the blind, the deaf and the deafblind. The Minister of Education, through the ministry, issues curricula; sets requirements for student diplomas and certificates; and provides funding to school boards for academic instruction and for building and maintaining schools. The minister may also set policy for student assessment, which is then carried out by the Education Quality and Accountability Office (EQAO). The EQAO gives the minister advice on assessment policy, and issues reports on the results of its assessments.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Mowat Block
14th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4545
Toll Free 1-800-387-5514 (Outside 416 Area Code)
TTY Toll Free 1-800-263-2892
Fax (416)325-2934
www.edu.gov.on.ca

The Communications Branch provides strategic communications advice and support to the Minister and Deputy Minister of the Ministries of Education and Training, Colleges and Universities. It works with senior personnel in each ministry to identify, develop and implement a variety of corporate communications programs for the education and training sectors, and the public. Services include media relations; issues management; answering telephone inquiries from the public; publishing curriculum and teaching resources for educators and trainers; writing and producing a variety of public information materials; managing preparation of ministry correspondence; coordinating events; and coordinating advertising; and managing the ministry website.

Services offered to the Public:
Public Inquiries

CORPORATE MANAGEMENT AND SERVICES DIVISION

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2772
Fax (416)325-2778
8:00 - 5:00

The Corporate Management and Services Division is responsible for the administration of the ministry's financial and material resources; for the provision of administrative, financial, audit and library services; for the provision of legal services in support of ministry programs, policies and legislation; for the administration, development and support of the ministry human resources; for the provision of information management and data-processing services, systems development and maintenance, and technological support and training; and for the overall corporate planning of the ministry. The division is also responsible for administering the Workplace Discrimination and Harassment Prevention policy within the ministry, and for ensuring compliance to the French Language Services Act and the Freedom of the Information and Protection (FOI) Act.

AUDIT SERVICES BRANCH

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-0732
Fax (416)325-1120
8:00 - 5:00

Audit Services Branch performs an assurance consulting function, which assists the ministry in accomplishing its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of the organization's risk management, control and governance.

BUSINESS PLANNING AND EXPENDITURE MANAGEMENT BRANCH

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1842
Fax (416)325-1835
8:30 - 5:00

The Business Planning and Expenditure Management Branch develops the Ministry's business plan, including estimates and Management Board submissions and reports; liases and consults with central agencies on issues that impact the Ministry's fiscal position; and provides facilities management services and oversees the operations of the Ministry Library.

HUMAN RESOURCES BRANCH

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9045
Fax (416)327-9043
8:30 - 5:00

The Human Resources Branch provides leadership and advice in strategic human resources planning, the development of human resources policies and procedures, organization design and classification, staffing, labour relations, workplace health and safety, equal opportunity, employment transition and training development.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0070
Fax (416)327-9043
8:00 - 5:30

The Freedom of Information and Protection of Privacy (FOIPP) unit is responsible for compliance to the Freedom of Information and Protection of Privacy Act within the Ministry of Education and Ministry of Training, Colleges and Universities, its district offices and affiliated agencies. This unit responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to access and privacy matters.

Services offered to the Public:
Access to Information
Privacy Compliance

LEGAL SERVICES BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2400
Fax (416)325-2410
8:30 - 5:00

The Legal Services Branch provides the Ministry of Education and the Ministry of Training, Colleges and Universities with legal services in all areas of education and training. This includes giving legal advice on ministry programs and policy; drafting legislation and regulations; drafting contracts; preparing and reviewing other legal documents; providing legal support in defending litigation and human rights complaints; negotiations; and freedom of information.

TEACHER'S PENSION PLAN

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2043
Fax (416)325-2899
8:30 - 5:00

The **Teacher**'s **Pension** Plan unit develops policy for plan benefits and provides staff support to the pension partnership between the Ontario Government and the Ontario Teacher's Federation. Acts as the ministry's liaison with the federation and the Ministry of Finance on pension issues.

ORGANIZATION DEVELOPMENT AND CHANGE MANAGEMENT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4521
Fax (416)325-1835
8:30 - 5:00

Organization Development and Change Management develops initiatives, products and tools aimed at improving the organizational capacity of the ministry, fostering continuous improvement and

motivating staff. Designs leadership forums and a leadership development program, manages corporate change projects, promotes good practices in employee recognition and orientation, and facilitates team and group learning.

ELEMENTARY/SECONDARY BUSINESS AND FINANCE DIVISION

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-6127
Fax (416)327-1182
8:30 - 5:00

The Elementary/Secondary Business and Finance Division focuses on implementation of ministry policy and on the delivery of support services to elementary and secondary schools. It plays a leading role in the development of policies and programs that address the educational needs of schools; is responsible for the administration of capital and operating grants, and the implementation and monitoring of policies and programs; clarifies legislation, policy and program requirements with school boards and ensures their compliance.

BUSINESS SERVICES BRANCH

Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2830
Fax (416)325-4024
8:30 - 5:00

The Business Services Branch is responsible for developing and implementing policies governing pupil accommodation and student transportation **grants**, and for working with school boards in the development of cooperative services designed to improve the efficiency and effectiveness of board operations.

Services offered to the Public:
Operating Grants - School Boards

EDUCATION FINANCE BRANCH

Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2830
Fax (416)325-6370
8:30 - 5:00

The **Education** Finance Branch develops analyses and options for refinements to **funding** formulas to support broader education policy changes. The branch prepares the annual grant regulations that determine each school board's revenue from student-focused funding.

GOVERNANCE AND LABOUR RELATIONS BRANCH

Mowat Block
7th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2842
Fax (416)325-7247
8:30 - 5:00

The Governance and Labour Relations Branch provides advice on all matters related to elementary/ secondary education governance and labour relations and develops options and strategies on governance issue and collective bargaining to support education reform. It also manages relations with the Education Relations Commission of the Ministry of Labour and monitors **school board** staff negotiations and job actions.

INFORMATION MANAGEMENT BRANCH

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4876
Fax (416)325-8565
8:30 - 5:00

The Information Management Branch is responsible for the management of elementary and secondary information including data collection, reporting, integration and analysis and for identifying and managing projects that affect the information management process. The branch is responsible for developing an overall information management strategy that will ensure the implementation of a fully integrated and widely accessible information resource for the Ministry of Education and its partners

TRANSFER PAYMENTS AND FINANCIAL REPORTING BRANCH

Mowat Block
21st Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3711
Fax (416)325-2007
8:30 - 5:00

Transfer Payments and Financial Reporting Branch is responsible for the administration of and accountability for operating **grants** provided to school boards. The branch administers grant payments to school boards and ensures that grant submissions are in accordance with the legislative grant regulations. The branch also develops and implements auditing procedures to ensure appropriate accountability for funds provided to school boards.

FRENCH-LANGUAGE EDUCATION AND EDUCATIONAL OPERATIONS

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2132
Fax (416)327-1182
8:30 - 5:00

The French-Language Education and Educational Operations (FLEEO) division focuses on the delivery of support services to elementary and secondary schools. The division plays a leading role in the development of policies and programs that address the educational needs of French-language

schools; clarifies legislation, policy and program requirements with school boards and ensures their compliance; develops policies. The division operates and manages the Provincial and Demonstration Schools (PDS). The PDS provides programs and services for English and French speaking students who are deaf, blind, deaf-blind, or learning disabled. Through the Field Services Branch (FSB), the division is the principal point of contact for information flowing between the ministry and the school boards.

FIELD SERVICES BRANCH

Mowat Block
12th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2467
Fax (416)325-2517

The Field Services Branch coordinates the activities of seven District Offices located throughout Ontario. Some of the major functions of the branch are as follows: monitor program implementation in the elementary/secondary education system; clarify ministry policies and programs to the elementary/secondary education community; ensure field input in the development of ministry policies; and report on the effectiveness of the school system.

DISTRICT OFFICES

BARRIE DISTRICT OFFICE
2nd Flr, 20 Rose St
Barrie L4M 2T2
General Inquiry (705)725-7627
Toll Free 1-800-471-0713
Fax (705)725-7635
Toll Free Fax 1-800-471-2584

LONDON DISTRICT OFFICE
Suite 207, 217 York St
London N6A 5P9
General Inquiry (519)667-1440
Toll Free 1-800-265-4221
Fax (519)667-9769

NORTH BAY DISTRICT OFFICE
Suite 211, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-6897

OTTAWA DISTRICT OFFICE
Suite 504, 1580 Merivale Rd
Nepean K2G 4B5
General Inquiry (613)225-9210
Toll Free 1-800-267-1067
Fax (613)225-2881
9:00 - 5:00

SUDBURY DISTRICT OFFICE
Suite 203, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)474-7210
Toll Free 1-800-461-9570
Fax (705)564-4233 (Sudbury)

THUNDER BAY DISTRICT OFFICE
Suite 336, 435 James St S
Thunder Bay P7E 6S9
General Inquiry (807)475-1571
Toll Free 1-800-465-5020
Fax (807)475-1550

TORONTO AND AREA DISTRICT OFFICE
2nd Flr, 880 Bay St
Toronto M7A 1N3
General Inquiry (416)325-6874
Fax (416)325-4190
Fax (416)325-4153

FRENCH-LANGUAGE EDUCATION POLICY AND PROGRAMS BRANCH

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2127
Fax (416)325-2156
8:30 - 5:00

French Language **Education** Policy and Programs Branch provides leadership in the development of policies, programs and procedures for French-language elementary and secondary education supporting the quality education agenda for all Ontario students. It develops curricula for French-language **schools** that define provincial expectations for student achievement. It supports the development of learning pedagogical resources in French, facilitates partnerships that expand the use of technology in French-language schools, coordinates liaison activities with the French-language community and administers **funding** programs including the Official Languages in Education Agreement and the Canada-Ontario Special Agreement on the Implementation of French-language School Governance.

Services offered to the Public:
Aménagement linguistique (AL) Policy Fund

PROVINCIAL SCHOOLS BRANCH

255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-7195
Fax (905)878-5405
Fax (905)878-1354
8:00 - 6:00

The Provincial Schools Branch apprises the minister on the daily operations of the provincial and demonstration schools. Liaison is provided with professional and parent associations and government agencies regarding programs and services for **blind**, deaf, deaf/blind and pupils with severe learning disabilities. The provincial schools also provide resource services to pre-school **deaf** and deaf/blind **children** and their families and consultative services to **school boards**. The demonstration schools provide in-service teacher **education** and consultative services to school boards.

Services offered to the Public:
Amethyst School Residential, Educational and Teacher Education Programs
Centre Jules-Leger Residential, Educational and Teacher Education Programs
Ernest C. Drury School for the Deaf Residential and Day School Programs
Robarts School for the Deaf Residential and Day School Programs
Sagonaska School Educational, Residential and Teacher Education Programs
Sir James Whitney School for the Deaf Residential and Day School Programs
Trillium School Day and Residential Programs, Educational Programs
W. Ross Macdonald School Residential and Day School Programs

DEMONSTRATION SCHOOLS

Demonstration **Schools** provide programs and services for pupils with severe learning **disabilities**. They also provide in-service **teacher education** and consultative services to **school boards**.

AMETHYST SCHOOL
1090 Highbury Ave
PO Box 7300
London N5Y 4V9
General Inquiry (519)453-4400
Fax (519)453-2160
8:30 - 4:30

CENTRE JULES-LÉGER
281 Lanark Ave
Ottawa K1Z 6R8
General Inquiry (613)761-9300
General Inquiry (613)761-1725
TTY (613)761-9302 (Administration)
TTY (613)761-1030 (Deaf Residence)
TTY (613)761-9375 (Learning Disabilities Residence)
Fax (613)761-9301
8:30 - 4:30

SAGONASKA SCHOOL
350 Dundas St W
Belleville K8P 1B2
General Inquiry (613)967-2830
Fax (613)967-2482
8:30 - 4:30

TRILLIUM SCHOOL
347 Ontario St S
Milton L9T 3X9
General Inquiry (905)878-8428
Fax (905)878-7540
8:30 - 4:30

SCHOOL FOR THE BLIND

W ROSS MACDONALD SCHOOL
350 Brant Ave
Brantford N3T 3J9
General Inquiry (519)759-0730
Fax (519)759-4741
8:00 - 4:30

SCHOOLS FOR THE DEAF

The provincial schools also provide resource services to pre-school **deaf** and **teacher** education and consultative services to school boards.

CENTRE JULES-LÉGER
281 Lanark Ave
Ottawa K1Z 6R8
General Inquiry (613)761-9300
TTY (613)761-9302
TTY (613)761-9304
Fax (613)761-9301
8:30 - 4:30

ERNEST C DRURY SCHOOL
255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-7195
Fax (905)878-1354
8:30 - 4:45

ROBARTS SCHOOL
1090 Highbury Ave
London N5Y 4V9
TTY (519)453-4400
Fax (519)453-7943
8:30 - 4:30

SIR JAMES WHITNEY SCHOOL
350 Dundas St W
Belleville K8P 1B2
TTY (613)967-2823
Fax (613)967-2857
8:15 - 4:30

OFFICE OF THE CHIEF INFORMATION OFFICER, COMMUNITY SERVICES CLUSTER

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4598
Fax (416)325-8371
8:30 - 4:45

Office of the Chief Information Officer, Community Services Cluster provides I&IT planning, policy, enterprise architecture, technology and services management, client relationship management, system development and support services.

ONTARIO KNOWLEDGE NETWORK FOR LEARNING (OKNL)

Mowat Block
10th Flr, 900 Bay St
Toronto M1W 3V7
General Inquiry (416)314-1466
Fax (416)325-9473
www.oknl.edu.gov.on.ca
8:30 - 4:45

The Ontario Knowledge Network for Learning (OKNL) provides provincial leadership in channelling the use of information and communication technologies (ICT) in education to improve learner achievement, enhance teacher skills and development, increase parental involvement, and give students the education opportunities they need to succeed in the knowledge-based economy.

PLANNING AND ARCHITECTURE

24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-9577
Fax (416)325-2262
8:30 - 4:45

The Planning and Architecture unit provides cluster IT planning, information and security architecture services, and coordinates the development of IT policies and standards. It is also responsible for the Security (Policy) function.

TECHNOLOGY AND BUSINESS SOLUTIONS

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-9577
Fax (416)327-1816
8:30 - 4:45

Technology and Business Solutions is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Education and the Ministry of Training, Colleges and Universities. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network.

TECHNOLOGY AND SERVICES MANAGEMENT

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
(416)325-4357 (Information Technology HelpLine)
Fax (416)325-2262
8:30 - 4:45

The Technology and Services Management unit provides ongoing operational support services to multiple ministries through a clustered support organization. Services provided to the ministries include providing secure and reliable IT infrastructure and acquiring and implementing new technology solutions to support the business requirements of the various ministries.

STRATEGIC PLANNING AND ELEMENTARY/SECONDARY PROGRAMS DIVISION

Mowat Block
22nd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2135
Fax (416)327-1182

Strategic Planning and Elementary/Secondary Programs Division develops policies and program directions for elementary and secondary school and agencies in Ontario in order to foster and sustain a high-quality education system for all students in the province. The division's work focuses to achieve three key outcomes: excellence in teaching and student achievement; preparation of all students for success in further education, work and community life; and promotion of successful educational outcomes for special education students.

CURRICULUM AND ASSESSMENT POLICY BRANCH

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575

Curriculum and **Assessment** Policy Branch is responsible for developing policy for publicly funded **education**. Policy areas include elementary and secondary curriculum and student assessment, including a province-wide report card. The branch also develops policies for the approval of textbooks and other learning resources; coordinates initiatives to assist teachers in the implementation of new curriculum and assessment policies; develops processes to monitor the implementation; administers programs for the provincial **licensing** of educational software; and administers the Official Language Monitors Program. The branch also maintains a link with the Education Quality and Accountability Office (EQAO) to ensure that large-scale assessments are intricately linked to rigorous curriculum **standards** and quality student learning. There are three units within the branch that provide specific expertise and contribution to overall work of the branch.

ASSESSMENT POLICY UNIT

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575

The main goal of the Assessment Policy Unit is to ensure clear and accountable measurement and communication of student achievement. This unit works to develop and maintain an up-to-date assessment policy that is focused on improving student achievement; to develop and facilitate the development of assessment resources that support and clarify policy; to research and support assessment practices that contribute to improved student achievement; to work with EQAO to ensure that a provincial testing program provides students, parents and boards with the data necessary to improve student, school and board achievement.

ELEMENTARY CURRICULUM POLICY UNIT

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575

The Elementary Curriculum Policy Unit is responsible for the development of elementary curriculum and support for its implementation. The unit's specific responsibilities include: administration of learning resource policies and programs, e.g.,the Trillium List; development and support of the Electronic Curriculum Planner; and provision of information concerning the elementary curriculum in Ontario.

OFFICIAL LANGUAGES MONITOR PROGRAM

Mowat Block
16th Flr Rm 1622, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4234
Fax (416)325-2472

The Official **Language**s Monitor Program is funded by Canadian Heritage and administered by the Council of Ministers of Education, Canada. This program promotes the learning of **French** or **English** for students while travelling to another province or territory. The program liaises with school boards, universities, colleges in Ontario and with coordinators of provinces and territories.

SECONDARY CURRICULUM POLICY UNIT

Mowat Block
16th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2500
Fax (416)325-2575

The Secondary Curriculum Policy Unit identifies priorities and leads the development and implementation of secondary curriculum and quality assurance policies. It ensures that high quality teacher training opportunities supports are available on an ongoing basis and in a variety of forms to support the delivery of secondary curriculum and assessment policies. It provides information regarding secondary curriculum in Ontario.

POLICY AND PROGRAM BRANCH

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2660
Fax (416)325-2664
8:30 - 5:00

The Policy and Program Branch provides leadership in key policy areas, maintains strategic liaison with provincial stakeholder organizations, and manages a variety of initiatives. It provides a range of information, research and planning services to inform and support policy development and program implementation. It coordinates liaison between the ministry and national and international organizations. The branch also leads the development and implementation of key policy initiatives in strategic areas such as: early learning years, with an emphasis on early reading and early maths; safe schools, including strict discipline programming; performance based education through the setting of student achievement and improvement targets; and parental involvement/satisfaction. The Branch is made up of these units: Policy Analysis Unit; Policy Information and Research Unit; and National and International Liaison Unit.

EARLY READING AND EARLY MATH PROJECT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2808
Fax (416)325-2664

The Early Reading and Early Math Project is responsible for implementing Ontario's Early Reading and Early Math Strategies. These strategies focus on assisting more primary **students** to reach the provincial standard in reading and math as measured by the **Education**al Quality and Accountability Office's annual province-wide assessment. These strategies are designed to support students' learning and achievement through: the identification and collection of proven methods and model practices of effective instruction through two expert panels; targetted skills-building training and technical resources for **teacher**s in effective early reading and early math instruction; additional learning resources for K-Grade 3 students; the setting of improvement targets; and assistance for parents on ways to help their children.

NATIONAL AND INTERNATIONAL LIAISON UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0129
Fax (416)325-2664

The National and International Liaison Unit provides strategic coordination and guidance with respect to national/international organizations and key national projects, including the Council of Ministers of Education, Canada (CMEC) and its related agencies and committees. The unit supports meetings between foreign visitors and the Minister or ministry senior officials and works to support Ontario's education-related international linkages.

Services offered to the Public:
Council of Ministers of Education, Canada

POLICY ANALYSIS UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2558
Fax (416)325-2664
8:00 - 5:00

The Policy Analysis Unit leads policy development on parental involvement, provides strategic policy advice and implementation guidance to facilitate the implementation of the school council regulations by school boards issues, and manages violence prevention programs in elementary/ secondary education. It also provides strategic coordination of stakeholder liaison with organizations such as the Ontario Parent Council and with stakeholder groups such as the Ontario Teachers' Federation and various trustee, supervisory official, and principal and student groups in order to promote effective dialogue on key education initiatives and support implementation.

POLICY INFORMATION AND RESEARCH UNIT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2681
Fax (416)325-4344

The Policy Information and Research Unit provides policy research, analysis, and planning services for the Strategic Planning and Elementary/Secondary Programs Division. The information research services it provides inform and support the development of policies and programs for the elementary/secondary education sector. The unit maintains a liaison role with the Ontario Institute for Studies in Education, and establishes transfer payment priorities for research support.

SAFE SCHOOLS PROJECT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2869
Fax (416)325-2664

The Safe Schools Project provides strategic policy advice and guidance to support school boards in developing and supporting the implementation of safer school environments throughout Ontario. Under the Education Act, as amended by the Safe Schools Act, 2000, the government has established consistent standards of behaviour through the Ontario Schools Code of Conduct. Other Safe Schools initiatives include improving school **safety** through prevention and timely intervention and through respect and responsibility; the promotion of school and community police partnerships; and supports for students.

STRICT DISCIPLINE PROJECT

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1348
Fax (416)325-4344

Strict Discipline Project is designed to meet the needs of students who have been fully expelled under the Expulsion of a Pupil Regulation 37/01. It provides supports in academics, life skills and behaviour management. The overall goal of the program is to enable students to understand the

consequences of their actions and to provide them with an opportunity to re-enter the regular school setting and be successful.

SECONDARY SCHOOL POLICY AND PROGRAMS BRANCH

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2559
Fax (416)325-2552

Secondary School Policy and Programs Branch develops policies for: program and diploma requirements in secondary school; guidance and career education in elementary and secondary school; cooperative education and school-work transitions; and school-college transition. It works closely with the Ministry of Training, Colleges and Universities, Provincial Partnership Council, business-education councils, schools/school boards, and other organizations to expand school-work transition opportunities, including the Ontario Youth Apprenticeship Program, for students.

SCHOOL-WORK-TRANSITION POLICY AND PROGRAM UNIT

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2559
Fax (416)325-2552

Reporting jointly to the Ministry of Education and the Ministry of Training, Colleges and Universities, the School-Work-Transition Policy and Program Unit develops and supports implementation of policies and programs related to the transition of students from secondary education to work and apprenticeship. Responsibilities include expanding student access to work experiences through policies, programs and partnerships that include: cooperative education and all other forms of experiential learning, the Provincial Partnership Council, Passport to Prosperity employer campaign, the Ontario Skills Passport, sectoral relationships (business sectors), business-education councils, the Ontario Youth Apprenticeship Program; technological/vocational education.

SECONDARY SCHOOL POLICY UNIT

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2559
Fax (416)325-2552

The Secondary School Policy Unit develops and supports implementation of policies related to diploma requirements, the organization of secondary school programs, the Grade 1-12 guidance and career **education** program; the transition of students from elementary to secondary school; student transitions to higher education (e.g., career pathways to college); the double cohort; citizenship education; prior learning assessment and recognition; programs for at-risk students.

SPECIAL EDUCATION PROJECT

Waterpark Pl
4th Flr, Suite 406, 20 Bay St
Toronto M5J 2N8
General Inquiry (416)314-2333
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)314-0637
www.edu.gov.on.ca
8:30 - 5:00

The Special Education Project is responsible for policy and program implementation for special education. The project provides administrative support for the Minister's Advisory Council on Special Education and Special Education Tribunals. It ensures that the development of ministry regulations, policies, guidelines and resource documents are consistent with government directions and the Education Act and works closely with staff in the Ministry's District Offices to monitor policy and program implementation across the publicly-funded school system.

COORDINATED SERVICES UNIT

Waterpark Pl
4th Flr, Suite 406, 20 Bay St
Toronto M5J 2N8
General Inquiry (416)314-2333
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)325-3318
www.edu.gov.on.ca
8:30 - 5:00

The Coordinated Services Unit is responsible for developing policies to improve service coordination between schools and other agencies, and clarifying responsibilities for service provision to children receiving special education programs and services in school.

PROGRAM STANDARDS UNIT

Waterpark Pl
4th Flr, Suite 406, 20 Bay St
Toronto M5J 2N8
General Inquiry (416)314-2333
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)314-0637
www.edu.gov.on.ca
8:30 - 5:00

The Programs Standards Unit is responsible for developing policies to improve service coordination between schools and other agencies, and clarify responsibilities for services provision to children receiving special education programs and services in school.

SPECIAL EDUCATION POLICY AND PROGRAMS UNIT

Waterpark Pl
4th Flr, Suite 406, 20 Bay St
Toronto M5J 2N8
General Inquiry (416)314-2333
TTY (416)314-7776
Toll Free 1-877-699-5431
Fax (416)314-0637
www.edu.gov.on.ca

The Special Education Policy and Programs Unit is responsible for day-to-day policy and program development that impacts on special education. This unit ensures that the development of ministry, regulations, policies, guidelines and resource materials are consistent with government directions and the Education Act. The unit works closely with staff in the Ministry District Offices to provide policy clarification and to monitor policy and program implementation across the publicly-funded school system. The unit also provides administrative support to the Minister's Advisory Council on Special Education and Special Education Tribunals (English and French).

TEACHING POLICY AND PROGRAM OFFICE

Mowat Block
13th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-7647
Fax (416)325-7019

The Teaching Policy and Program Office develops and implements policies and programs to support teaching excellence. In addition, it is responsible for liaison with the Ontario College of Teachers, including management of any College regulatory amendments. The Office is responsible for the Professional Learning Program, the Qualifying Test, a new province-wide teacher Performance Appraisal System, a program supporting New Teachers Entering the Profession, the Schools That Need Extra Help Initiative and the development and implementation of the Student Protection Act.

AGENCIES, BOARDS AND COMMISSIONS

ADVISORY COUNCIL ON SPECIAL EDUCATION

Mowat Block
15th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2829
Fax (416)325-2664
www.edu.gov.on.ca
9:00 - 5:00

The Advisory Council on Special **Education** was originally established in 1974 as a committee and reconstituted as a council in 1986. The Council advises the Minister of Education on any matter related to the establishment and provision of special education programs and services for exceptional **students**, including the identification and provision of early intervention programs for students with special needs. The Council consists of 21 members, most of whom represent either an exceptionality (e.g. developmental **disabilities**, giftedness) or a profession (e.g., teaching, social work). There is also a representative for students and youth, and there are representatives from the Ministry of Health and Long-Term Care, and the Ministry of Community, Family and Children's Services who sit as non-voting members. All Council members are appointed by the Minister of Education. The Council meets three times a year normally in February, June and November.

EDUCATION QUALITY AND ACCOUNTABILITY OFFICE

12th Flr Suite 1200, 2 Carlton St
Toronto M5B 2M9
General Inquiry (416)314-0146
Toll Free 1-888-327-7377
Fax (416)325-2956 (Communications)
www.eqao.com
8:30 - 5:00

The responsibilities of the **Education** Quality and Accountability Office are focused on providing, or ensuring the provision of clear, accurate and relevant information on the quality of education in Ontario; guiding improvement planning; and promoting the sharing of best educational practices. This includes implementing a comprehensive program of student **assessment** within the government-established parameters; advising the Minister of Education on assessment policy, conducting quality reviews; implementation of a provincial performance indicators system; supporting Ontario's participation in national and international assessment initiatives; reporting to the minister, public and education community on system-quality issues; and supporting research and strategies for enhancing learning for all students.

LANGUAGES OF INSTRUCTION COMMISSION OF ONTARIO

Mowat Block
8th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3500
Fax (416)325-2979
8:30 - 4:30

The **Language**s of Instruction Commission of Ontario was established to help resolve disputes over the provision of **education** programs in the language of a **French** or **English** minority group. The commission intercedes in conflicts between school authorities and French-language rights holders groups.

ONTARIO PARENT COUNCIL

4th Flr, 20 Bay St
Toronto M5J 2N8
General Inquiry (416)314-0426
Toll Free 1-800-361-6483
Fax (416)314-0425
www.ontarioparentcouncil.org
9:00 - 5:15

The Ontario **Parent Council** is a 20 member council created in 1993. The council's mandate is to give advice on elementary/secondary policy and program issues to the Minister of **Education** and to promote parental involvement in the education system. The composition of the council reflects the geographic realities of Ontario and the diversity of its population.

Services offered to the Public:
Ontario Parents Communication Service

PROVINCIAL SCHOOLS AUTHORITY

255 Ontario St S
Milton L9T 2M5
General Inquiry (905)878-2851
TTY (905)878-8405
8:30 - 4:45

The Provincial **Schools** Authority (PSA) was established in 1975 under the Provincial Schools Negotiations Act. The Act created a bargaining unit of all **teacher**s employed in provincially operated schools. The PSA negotiates a collective agreement with the Federation of Provincial School Authority Teachers (FOPSAT) on behalf of the ministries of Education and Public Safety And Security. The PSA is the employer of record for teachers, principals and vice-principals. It handles **grievance**, leaves and other administrative functions.

SPECIAL EDUCATION TRIBUNALS - (ENGLISH/FRENCH) (ONTARIO)

4th Flr, 20 Bay St
Toronto M5J 2N7
General Inquiry (416)325-0269 (French)
General Inquiry (416)325-2829 (English)
Fax (416)325-3318 (English)
Fax (416)325-3318 (French)
9:00 - 5:00

The Special **Education** Tribunals provide a final avenue of **appeal** for parents who disagree with recommendations of the Identification, Placement and Review Committee (IPRC), for either the identification or the placement of an exceptional pupil.

ACTS

Bill 101: this proposed Student Protection Act, 2002 is currently before the House.
Education Accountability Act, 2000
Education Act
Education Quality and Accountability Office Act, 1996
Fairness for Parents and Employees Act (Teachers' Withdrawal of Services), 1997
Instructional Time: Minimum Standards Act, 1998
Ontario College of Teachers Act, 1996
Ontario Institute for Studies in Education Repeal Act, 1996
Ontario School Trustees' Council Act
Ottawa-Carleton French-Language School Board Transferred Employees Act
Provincial Schools Negotiations Act
School Trust Conveyances Act
Teachers Pension Act
Teachers Pension Act, 1989
Teaching Profession Act

MINISTRY OF ENTERPRISE, OPPORTUNITY AND INNOVATION

Hearst Block
900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6666
Fax (416)325-6688
www.ontario-canada.com
8:30 - 5:00

The mandate of the Ministry of Enterprise, Opportunity and Innovation is to foster competitive businesses and a prosperous economy. Through this mandate, the Ministry promotes innovation, economic growth, and job creation by providing leadership for the development of economic and science and technology policy across the government; supporting the removal of barriers to business; fostering innovation and entrepreneurship; promoting community, sector and cluster development; marketing Ontario as a premier investment location and working with investors to locate and expand in Ontario; developing a dynamic export culture and expanding Ontario's export markets; increasing Ontario's international profile through representation in key markets around the world; and building Ontario's scientific and research awareness and investing in Ontario's science and technology infrastructure.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND PUBLIC AFFAIRS BRANCH

Hearst Block
8th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6666
Fax (416)325-6688
www.ontario-canada.com
8:30 - 5:00

The Communications and Public Affairs Branch provides a wide range of communication services on behalf of the ministry to clients, stakeholders and the general public. It provides advice and support to help the Premier, Minister, senior management, staff and ministry clients achieve objectives of sustainable economic development, job growth and innovation. The branch consists of three units. Public Affairs develops communication plans, prepares speeches, news releases and publications (print and electronic) on ministry activities and initiatives, and is responsible for media relations and the ministry's internal and external Internet presence. The Issues Management Unit deals with contentious issues and correspondence. The Project Management and Information Services Unit handles public enquiries, domestic tours and event management. The branch helps market Ontario at home as a place for business and growth.

ECONOMICS AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-9400
Fax (416)326-9424
8:30 - 5:00

The Economics and Business Cluster is responsible for providing information and information technology services to the ministries of Consumer and Business Services; Enterprise, Opportunity

and Innovation and, Labour. The Cluster's mission is two-fold: to provide timely and cost effective support to its client ministries in helping them to promote e-business and e-government as a means of enhancing government service; and, secondly to further the Ontario Government's overall I&IT strategy. This mission is achieved by providing the following services: business solutions; architecture and planning; application development and production support; and, information technology operations and client support.

EBC STAFF - HEARST BLOCK OPERATION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6595
(905)946-4762 (Technical Support Help Desk)
Fax (416)325-6635
8:30 - 5:00

The IT Cluster supports and assists the ministry's staff by planning, implementing and maintaining cost-effective, high quality information, technology and business improvement solutions that align with business strategies, priorities and objectives. IT coordinates the development of the ministry's information technology strategic plan, the development and maintenance of corporate applications/ databases, the technology infrastructure, and provides information technology training and access to external databases.

LEGAL SERVICES BRANCH

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-1018
Fax (416)326-1021
8:30 - 5:00

Legal Services Branch is responsible for providing a full range of legal services to the ministry and its agencies including: providing strategic legal advice to the Minister, Deputy Minister, agency heads and senior officials on programs and activities; assuming responsibility for managing all litigation, court and tribunal proceedings in which the ministry has an interest; negotiating and drafting agreements, instruments and other documents necessary for the effective and prudent delivery of ministry initiatives; maintaining and amending legislation and regulations for which the Minister is responsible.

OFFICE OF INTERNATIONAL RELATIONS AND PROTOCOL (OIRP)

The Citadel
Suite 830, 1075 Bay St
Toronto M5S 2B1
General Inquiry (416)325-8535
Fax (416)325-8550
8:30 - 5:00

Office of **International** Relations and **Protocol** (OIRP) coordinates the province's international relations by providing analysis and advice on international issues and events, and by managing the international activities of the Lieutenant-Governor, Premier, MEOI ministers, as well as other ministers and senior officials. OIRP also maintains extensive, consultative relations with the Department of Foreign Affairs and International **Trade**. OIRP develops mandates for and manages the activities of Ontario's Senior Economic Officers posted abroad. OIRP also provides a variety of protocol advice and services - including the coordination of memorial, ceremonial and hospitality events. OIRP also develops and implements state/official/working visits by foreign leaders and delegations, and members of the Royal Family.

CORPORATE AND FIELD SERVICES DIVISION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6486
Fax (416)325-6392
8:30 - 5:00

The Corporate and Field Services Division leads and coordinates the ministry's corporate administrative support services, including employee services, business planning and finance, information technology systems, aboriginal affairs, and audit services. Corporate Services also provides administrative services to Ministry of Intergovernmental Affairs. The division coordinates ministry participation in government-wide administrative initiatives and projects and is responsible for the ministry's network of regional offices in Eastern, Central and Southwestern parts of the province in addition to a network of Small Business Enterprise Centres and Business Self-Help Offices. Through these offices, staff provide a continuum of business development services to the business community, from start-up companies to growth-oriented firms, to promote growth and job creation.

BUSINESS PLANNING AND FINANCE BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6421
Fax (416)327-4239
8:30 - 5:00

The Business Planning and Finance Branch provides strategic advice and support to the Ministry of Enterprise, Opportunity and Innovation on the management of ministry resources and program development through the coordination of business planning, performance measurements, financial planning and coordination of Management Board approvals. The branch also provides corporate accounting services to the Ministry of Enterprise, Opportunity and Innovation and the Ministry of Intergovernmental Affairs. These services include advice and training on controllership, development of ministry financial and procurement policies, maintenance of the ministry chart of accounts and the coordination of corporate financial reporting. Financial accounting and purchasing services are provided to the ministries by the Shared Services Bureau.

EMPLOYEE SERVICES BRANCH

Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6605
TTY (416)325-6707
Fax (416)325-6715
8:30 - 5:00

The Employee Services Branch plays a leadership role in ensuring customer-focused strategic and tactical advice and services in organizational design, job design and evaluation, recruitment, compensation and benefits, career counseling and transition, performance management, education, training and personal development, employee relations, health and safety, equal opportunity, WDHP, WSIB, executive services (SMG), accommodation, facilities and telecommunications.

ENTREPRENEURSHIP AND FIELD SERVICES BRANCH

ENTREPRENEURSHIP

5th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)325-6541
Fax (416)325-6538
www.ontario-canada.com
8:30 - 5:00

Entrepreneurship supports the establishment and growth of new and developing small **businesses** through a series of self-help business initiatives and products delivered throughout Ontario at the municipal level through a network of Small Business Enterprise Centres and Business Self-Help Offices. The section is also responsible for programs and services related to youth entrepreneurship and the www.mycompanyontario.com Web site. Information on accessing these initiatives is available by contacting the Canada-Ontario Business Call Centre at 416-954-4636 or toll-free at 1-800-567-2435, or through the ministry's Web site at http://www.ontario-canada.com.

FIELD OFFICES

The ministry's Regional Offices provide high value added services to firms, networks, communities, and corporate offices within the Ontario government by providing consulting and delivery services to growth-oriented companies and businesses.

CENTRAL REGION

CENTRAL REGION OFFICE
Central Bldg
3rd Flr Suite 314, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4278
Fax (416)235-4338
8:30 - 5:00

HAMILTON OFFICE
Ellen Fairclough Bldg
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7783
Fax (905)521-7398
8:30 - 5:00

MIDHURST OFFICE
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)739-5860
Fax (705)739-8901
8:30 - 5:00

ST CATHARINES OFFICE
Garden City Tower
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3940
Fax (905)704-3955
8:30 - 5:00

WHITBY OFFICE
590 Rossland Rd E
Whitby L1N 9G5
General Inquiry (905)665-4040
Fax (905)665-4042
8:30 - 5:00

EASTERN REGION

KINGSTON OFFICE
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5594
Fax (613)531-5598
8:30 - 5:00

OTTAWA OFFICE
Suite 810, 180 Elgin St
Ottawa K2P 2K3
General Inquiry (613)241-3841x222
Fax (613)241-2545
8:30 - 5:00

PETERBOROUGH OFFICE
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-5984
Fax (705)755-2631
8:30 - 5:00

SOUTHWESTERN REGION

KITCHENER OFFICE
Suite 906, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2428
Fax (519)571-6104
8:30 - 5:00

LONDON OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4480
Fax (519)873-4488
8:30 - 5:00

WINDSOR OFFICE
221 Mill St
Windsor N9C 2R1
General Inquiry (519)252-3475
Fax (519)973-1378
8:30 - 5:00

INNOVATION AND BUSINESS DEVELOPMENT BRANCH

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6740
Fax (416)325-6757
8:30 - 5:00

The Innovation and Business Development Branch levers private and public sector resources to encourage the growth and success of Ontario's innovative, fast growing companies through networking events, research and CEO management reports.

INTERNAL AUDIT SERVICES

18th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-1703
Fax (416)326-1712

Internal Audit Services, which has a dual responsibility to act in a consultive and audit role, provides internal audit services to the ministry and its agencies. The branch reviews and appraises financial management and information technology controls of the Ministry of Enterprise, Opportunity and Innovation (MEOI), and operational and program activities to ensure economy, efficiency and effectiveness.

QUALITY AND SERVICE MANAGEMENT

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6638
Fax (416)325-6392
8:30 - 5:00

The Ministry's Quality and Service Management Unit coordinates and leads the development and implementation of the Ministry's Quality Plan, and provides service management for the provision of a range of business support services including those provided by the Shared Services Bureau and the Economic and Business IT Cluster. The unit ensures that services are maintained at an acceptable level and at a fair cost and manages the ministry's service relationship with these service providers.

THE DEVELOPMENT CORPORATIONS OF ONTARIO

5th Flr, 56 Wellesley St W
Toronto M7A 2A9
General Inquiry 1-800-463-7875
Fax (416)326-1113
Fax (416)326-1073
8:00 - 5:00

The mandate of the Development Corporations of Ontario is to manage the wind-down of a portfolio of term loans, guarantees and investments.

EMPLOYMENT AND BUSINESS DEVELOPMENT DIVISION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6964
Fax (416)325-2102
8:30 - 5:00

The Division contributes to a positive climate that supports economic growth and job creation by fostering innovation and business development; managing sector and business cluster relationships; promoting the removal of barriers to business, including addressing business infrastructure gaps; and providing information and advice on business issues and economic development and trade policy.

BUSINESS AND ECONOMIC DEVELOPMENT CLUSTER POLICY SECRETARIAT

Hearst Block
3rd Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)212-0727
Fax (416)212-0795
8:30 - 5:00

Business and Economic Development Cluster Policy Secretariat leads, facilitates and supports collaborative working relationships among Cluster ministries to deliver government commitments and public policy initiatives and to ensure a horizontal, integrated policy environment.

ECONOMIC DEVELOPMENT STRATEGY BRANCH

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00

The mandate of the Economic Development Strategy Branch is to support economic development, job creation, improved competitiveness and business formation in Ontario by providing economic analysis and research, program development and implementation, and by providing policy development and coordination within the ministry and with other ministries.

ANALYTICAL SERVICES AND CABINET OFFICE LIAISON

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00

The Analytical Services and Cabinet Office Liaison unit coordinates economic development initiatives through the Ministry of Enterprise, Opportunity and Innovation and government approval processes. The unit advises on economic development perspectives that the Minister can bring to government's decision-making processes.

COMPETITIVENESS ISSUES UNIT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00

The Competitiveness Issues Unit provides competitiveness and economic development intelligence and analysis to branches in the ministry and to other Government of Ontario ministries and agencies.

POLICY DEVELOPMENT AND PROGRAM SUPPORT UNIT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6808
Fax (416)325-6825
8:30 - 5:00

The Policy Development and Program Support Unit monitors and analyses economic conditions, and contributes to the development and implementation of policies and programs in a variety of areas, including access to capital by small- and medium-sized firms, Prosperity Demonstration Fund and Immigrant Investor Corporation.

OFFICE OF ECONOMIC DEVELOPMENT INFORMATION

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6626
Fax (416)325-6885
8:30 - 5:00

The mandate of the Office of Economic Development Information (OEDI) is to provide leadership in the strategic management of the ministry's corporate information resources including client/stakeholder directories; InfoSource (library) services; Records Management services; and Freedom of Information.

RED TAPE SECRETARIAT

Whitney Block
4th Flr Rm 4540, 99 Wellesley St W
Toronto M7A 1A1
General Inquiry (416)314-5621
Fax (416)325-3732
www.redtape.gov.on.ca
8:30 - 5:00

The Red Tape Secretariat provides direct support to the Red Tape Commission in its efforts to eliminate existing red tape and prevent further red tape from being created. Secretariat staff report to the Ministry of Enterprise, Opportunity and Innovation, but also work directly with Cabinet Office Policy and Executive Council Office on ministry policy, legislative and regulatory initiatives, as well as other corporate initiatives including Annual Business Plan reviews. In addition, each ministry has a Red Tape contact, who coordinates ministry red tape reduction activities with the Secretariat.

SECTOR COMPETITIVENESS BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9629
Fax (416)325-6885
Fax (416)325-6534
8:30 - 5:00

The mandate of the Sector Competitiveness Branch is to strengthen the competitiveness of sectors in Ontario. This branch is the principal contact for EOI's relationship and policy roles with a number of key sectors including automotive; aerospace; advanced materials; chemicals; plastics; machinery; tool, die and mould; steel; metal casting; industrial, commercial and institutional construction; residential construction; architecture, design and consulting engineering; retail; business and professional services. As part of sector competitiveness, the Strategic Skills Investment Unit also reports to the branch.

STRATEGIC SKILLS INVESTMENT

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6867
Fax (416)314-7014
8:00 - 5:00

The Strategic Skills Investment unit delivers the Strategic Skills Investment Program and provides analysis and advice on related issues within MEOI.

TRADE AND INTERNATIONAL POLICY BRANCH

Hearst Block
6th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6933
Fax (416)325-6949
8:30 - 5:00

The **Trade** and International Policy Branch performs five basic functions: works with the federal government, other provincial governments and **industry** to negotiate trade and investment

agreements which remove barriers to **business** development and improve market access; provides advice on the implications of trade and investment agreements and trade law for both private and public interests; tracks trade and investment issues in order to provide early warning of problems and to avoid disruptions and disputes; provides strategic and legal support to the government and industry in managing trade disputes involving the province; and plays a **federal-provincial** and international relations role, both on trade issues and broader economic developmental concerns. Branch work relates to both international and internal (**interprovincial**) trade and investment issues.

URBAN ECONOMIC DEVELOPMENT BRANCH

Hearst Block
7th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6114
8:30 - 5:00

The Urban **Economic** Development Branch works to build stronger regional economies in Ontario's large urban centres by: partnering with community and business leaders on regional economic development strategies, innovative economic development projects and the removal of barriers to economic development, including addressing infrastructure gaps; promoting and assisting more innovative, effective and efficient economic development organizations; providing advice on urban/regional economic development and competitiveness issues; and facilitating stakeholder relationships with the broader economic development community across Ontario.

INVESTMENT DIVISION

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-9802
Fax (416)325-5617
8:30 - 5:00

The objective of the Investment Division is to market Ontario to the world as a preferred location for North American investment. It carries out its mandate by providing investment services to new and existing investors; by developing and executing investment marketing campaigns; and by administering business immigration programs and providing establishment services to attract and help settle business **immigrants**.

INVESTMENT BRANCH

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-8547
Fax (416)325-6799
8:30 - 5:00

The Investment Branch provides investment services to foreign investors considering Ontario as an investment location and to companies already located in Ontario. Its mandate is to secure new and expanded investment through the provision of investment services to prospective investors and to promote the expansion of existing investment through the provision of investment and **business** services to multinational enterprises. The branch directs the activities of the Ontario Investment Service, as a pre-eminent marketing resource used by the government and marketing partners from across the provinces. The Ontario Investment Service is able to provide customized information for business cases for prospective investors.

BUSINESS IMMIGRATION

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6777
Fax (416)325-6653
www.2ontario.com
8:30 - 5:00

The **Business** Immigration section encourages international business people to immigrate and invest their entrepreneurial expertise, technical skills and **investment** capital in Ontario's economy through the Business Immigration Program. The section helps business **immigrants** by providing information to assist them in both personal and business establishment. The section hosts information seminars every Tuesday on the Business Immigration Program and hosts "Doing Business in Ontario" seminars in various languages throughout the year. The section also offers corporate immigration services to help both Ontario and multinational companies with business needs that relate directly to immigration, such as the transfer of senior executives or skilled personnel into the province from abroad.

INTERNATIONAL INVESTMENT SERVICES

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6833
Fax (416)325-6814
8:30 - 5:00

The **International Investment** Services section provides a comprehensive investor assistance service for international investors involved in **manufacturing** and tradable services. Services include timely, client-specific information on Ontario's **business** climate, **regulations**, costs, markets, labour (skills availability and cost), infrastructure, lifestyle, information on government programs and services. The section also provides site selection assistance and **municipal** and site-specific approvals expediting.

KEY INVESTMENT ACCOUNT PROGRAM

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9662
Fax (416)325-6799
8:30 - 5:00

The Key **Investment** Account Program is a client outreach and servicing program for 600 of the province's largest domestic and multinational corporations. The objective of the program is to promote and secure investment retention and expansion by ensuring clients are aware of Ontario's competitive advantages and government programs to encourage investment. Companies serviced are typically 200 employees or larger.

ONTARIO INVESTMENT SERVICE

BCE Pl Canada Trust Tower
Suite 4040, 161 Bay St
PO Box 706
Toronto M5J 2S1
General Inquiry (416)360-4647
Toll Free 1-800-819-8701 (North America Inquiry Line)
Toll Free 1-800-466-82746 (Outside North America Inquiry Line 800-4-ONTARIO)
Fax (416)360-1817
www.2ontario.com
8:30 - 5:00

The Ontario **Investment** Service provides information and presentation services to support attraction, retention and expansion of investment in Ontario. The Web-based information covers a wide range of facts of interest to investors such as **economic** indicators, demographics, interjurisdictional competitiveness comparisons, community descriptions and quality of life. Located in the heart of the Toronto business core, the presentation centre includes a 40-seat multimedia theatre and three conference rooms.

INVESTMENT MARKETING AND SALES BRANCH

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-0423
Fax (416)325-6375
8:30 - 5:00

The Investment Marketing and Sales Branch directs the development, delivery and support of investment marketing strategies for the province. The branch directs the development and implementation of annual plans for advertising, media relations, direct mail, promotional materials and research activities to promote Ontario as a premier location for investment. Additionally, the branch is responsible for the generation of investment leads in the five target markets.

INTERNATIONAL INVESTMENT SALES

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-0078
Fax (416)325-6375
8:30 - 5:00

The **International** Investment Sales section is responsible for the Market Ontario investment and lead generation activities in all international markets, excluding the US. The majority of the investment lead generation activities are conducted through corporate call programs executed by in-market sales representatives and Market Ontario staff.

INVESTMENT MARKETING SECTION

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-3763
Fax (416)325-6375
8:30 - 5:00

The Investment Marketing Section coordinates the development and implementation of marketing plans, research, media relations, direct mail, and **advertising** in support of Market Ontario.

US INVESTMENT SALES

Hearst Block
5th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-5597
Fax (416)325-6869
8:30 - 5:00

The US **Investment** Sales section is responsible for the Market Ontario investment lead generation activities in the United States. The majority of the investment lead generation activities are conducted through corporate call programs executed by in-market sales consultants and Market Ontario staff.

SCIENCE AND TECHNOLOGY DIVISION

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-1163
Fax (416)314-1287
8:30 - 5:00

Science and **Technology** Division identifies opportunities to use provincial **investment** in scientific **research** and technology development to leverage financial support by the private sector and other partners. It helps Ontario businesses, institutions and individuals adopt new technologies and increase their ability to innovate, working to position Ontario as a jurisdiction where science and technology and telecommunications infrastructure fuel economic growth and create long-term high-value jobs. The division also coordinates policies and programs between ministries to get the most from the Ontario government's own research and science-related investments.

INFORMATION AND COMMUNICATIONS TECHNOLOGIES BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)326-9643
Fax (416)326-9654
8:30 - 5:00

The Information and Communications Technologies Branch is responsible for the Ontario Research and Innovation Optical Network, Connect Ontario and the Interactive Digital Media Small **Business** Growth Fund and for strategic issues with respect to the ICT industry and the use of new technologies in the broader public sector and community.

INTER-MINISTRY COUNCIL ON SCIENCE, TECHNOLOGY AND INNOVATION

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-8479
8:30 - 5:00

The Council is the senior body responsible for the strategic coordination of science, technology and innovation initiatives and programs in the Ontario government. The council is formed by representative assistant deputy ministers from each stakeholder ministry and it is chaired by the Deputy Minister of the Ministry of Enterprise, Opportunity and Innovation. Council objectives: to develop broad-based science, technology and innovation strategies and policies which will encourage social and economic development, investment and job creation; to provide leadership by encouraging collaborative, multi-ministry initiatives in science, technology or innovation and sharing information across all ministries; to draw upon the broad expertise in science, technology and innovation within the Ontario government to develop a vision for science, technology and innovation in the province.

LIFE SCIENCES AND TECHNOLOGIES BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-2525
Fax (416)314-0680
8:30 - 5:00

The Life **Science**s and Technologies Branch is responsible for the Health Industry Office which has sector responsibility for pharmaceuticals, medical devices and bio-pharmaceuticals; and the Bio**technology** Secretariat which provides a one-window approach to biotechnology issues within the Ontario government.

RESEARCH, TECHNOLOGY AND INNOVATION BRANCH

11th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)314-8206
Fax (416)314-8224
8:30 - 5:00

The **Research**, Technology and Innovation Branch is responsible for the Premier's Research Excellence **Award**s, the Ontario Research and Development Challenge Fund, the Centres of Excellence, Ontario's **international science** and technology agreements; for promoting science and technology awareness; and for building an Innovation Culture in Ontario. The branch provides administrative support to the Ontario Science, Technology and Innovation Council (external advisory body) and the inter-ministerial Science, Technology and Innovation Committee (of ADM's); prepares annual report of science and technology activity in Ontario; fosters liaison across all "science ministries" and other stakeholder groups; It is also responsible for science and technology relations with other provinces and the federal government and for science and technology agenda support for the Annual Premier's Conference.

TRADE DEVELOPMENT DIVISION/ONTARIO EXPORTS INC

7th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)314-8200
Toll Free 1-877-468-7233 (1- 877- 46TRADE)
Fax (416)314-8222
www.ontario-canada.com/export
8:30 - 5:00

As the province's lead **trade** agency, Ontario **Export**s Inc. (OEI) helps Ontario firms begin to export or to expand export markets and can assist foreign buyers to find Ontario suppliers for their requirements. OEI accomplishes this by helping Ontario exporters (particularly small and medium-sized enterprises) find new customers and compete in the world; providing export education, counselling, market intelligence and advocacy; partnering with export related public and private sector agencies and organizations; showcasing Ontario's products and services at home and abroad; celebrating Ontario's export success through programs such as the Ontario Global Traders Awards. The agency is registered to the ISO 9001 standard. OEI's clients are Ontario-based firms that manufacture products or provide value-added services, and that are currently exporting or have the capacity to export but do not know how to get started.

INTERNATIONAL (LATIN AMERICA, CENTRAL AND EASTERN EUROPE, AFRICA AND ASIA)

7th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)314-8200
Toll Free 1-877-468-7233 (1-877-46TRADE Ontario Only)
Fax (416)314-8222
www.ontario-canada.com/export

International (Latin America, Central and Eastern Europe, Africa and Asia) unit assists Ontario **business**es enter and expand their international sales into Latin America, Central and Eastern Europe, Africa and Asia. The branch delivers a number of programs and services that help Ontario firms expand their international **trade** potential. These include seminars; trade shows and trade missions; counselling; facilitating capital projects financed by International Financing Institutions; and sourcing Ontario suppliers for international buyers.

INTERNATIONAL (UNITED STATES AND EUROPEAN MARKET)

7th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)314-8200
Toll Free 1-877-468-7233 (1-877-46TRADE Ontario Only)
Fax (416)314-8222
www.ontario-canada.com/export
8:30 - 5:00

International (United States and European Market) unit assists Ontario **business**es enter and expand international sales into United States and the European Union. The branch delivers a number of programs and services that help Ontario firms expand their international **trade** potential. These include seminars; trade shows and trade missions; counselling; sourcing Ontario suppliers for international buyers and the New **Export**ers to Border States (NEBS) program.

MARKETING AND PLANNING

7th Flr, 56 Wellesley St W
Toronto M7A 2E4
General Inquiry (416)314-8200
Toll Free 1-877-468-7233 (1-877-46TRADE Ontario Only)
Fax (416)314-8222
www.ontario-canada.com/export
8:30 - 5:00

The Marketing and Planning unit provides marketing and communications support to the Trade Development Division, including advertising, media relations and publications. The unit also manages the Ontario Global Traders **Award**s program. The Planning Unit provides business planning services to the division including budget and results tracking. The unit is also responsible for managing OEI's technology based programs and services, including the OEI website and Virtual Trade Missions.

ACTS

Development Corporations Act
IDEA Corporation Act
Ministry of Industry, Trade and Technology Act
Research Foundation Act
Telephone Act

MINISTRY OF ENVIRONMENT AND ENERGY

ENVIRONMENT
135 St Clair Ave W
Toronto M4V 1P5
www.ene.gov.on.ca

ENERGY
Hearst Block 4th Flr
900 Bay St
Toronto M7A 2E1
www.est.gov.on.ca

General Inquiry (416)325-4000 (Environment)
General Inquiry (416)327-6758 (Energy)
Toll Free 1-800-565-4923 (Environment)
Fax (416)325-3159 (Environment)
Fax (416)327-0033 (Energy)
8:30 - 5:00

The Ministry of Environment and Energy is responsible for restoring, protecting and enhancing the environment to ensure public health, environmental quality and economic vitality. The ministry is also responsible for promoting the development of a cost efficient energy market which provides a safe, sustainable and secure energy supply. The ministry sets clear policy, standards and rules, monitors environmental performance and uses science, education, partnerships, abatement tools, compliance and enforcement to maintain and strengthen environmental protection and conservation efforts in a cost-effective manner. The ministry sets the legislative and policy frameworks within which the Ontario Energy Board, the Independent Electricity Market Operator and market participants operate. In addition, the ministry encourages the development of energy efficient and alternative energy technologies.

ENVIRONMENT (Note: The Energy listings start on page 360)

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

2nd Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6602
Fax (416)314-6711
Fax (416)314-6712
www.ene.gov.on.ca
8:30 - 4:45

The Communications Branch is responsible for coordinating public and internal communications activities. Staff develop corporate communications strategies, produce written and graphic communications materials and respond directly to enquiries from the public and the media. The branch operates a bilingual Public Information Centre.

PUBLIC INFORMATION CENTRE
1st Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4000
Toll Free 1-800-565-4923
Fax (416)325-3159
8:30 - 5:00

INTERNAL AUDIT SERVICES

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9200
Fax (416)314-9220
8:15 - 4:30

Internal Audit Services assists the ministry in achieving program objectives by providing assurance that control processes are satisfactory, furnishing recommendations to improve the economy, efficiency and effectiveness of operation, IT systems, and ministry programs, and assessing the adequacy of criteria, measuring program effectiveness. The branch evaluates the adequacy of financial, operational and management controls designed to help safeguard ministry assets. This office ascertains the extent of compliance with ministry and government policies and guidelines. The branch assists ministry management by reviewing and providing assurance over the quality, completeness, and effectiveness of the ministry's risk assessment practices and programs. In partnership with management, staff also act as consultants in the development of major information systems to ensure project success, system control and data integrity.

LEGAL SERVICES BRANCH

10th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6569
(416)314-6581 (Duty Counsel Line)
Fax (416)314-6579
8:30 - 5:00

The Legal Services Branch provides legal advice, services and representation to the ministry. These activities include counselling the ministry on the interpretation of statutes and regulations; the preparation and review of proposed legislation, regulations and other legal documents; conducting prosecutions under provincial environmental legislation; representing the ministry before environmental, land-use planning and energy tribunals; and providing a wide range of solicitors' services, including drafting of contracts and settling of claims. The branch is part of the Ministry of the Attorney General.

ASSOCIATE DEPUTY MINISTER'S OFFICE

IMPLEMENTATION AND TRANSITION SECRETARIAT

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-4475
Fax (416)314-6935
8:30 - 5:00

The Associate Deputy Minister responsible for Implementation and Transition coordinates the development and implementation of a government-wide environmental vision and strategy. The Secretariat's responsibilities include: overall plan development; establishment of priorities; coordination of activities by, and input from involved ministries; implementation; and monitoring progress against expected results.

ENVIRONMENTAL ASSESSMENT AND APPROVALS BRANCH

12A Flr, 2 St Clair Ave W
Toronto M4V 1L5
General Inquiry (416)314-8001
Toll Free 1-800-461-6290
Fax (416)314-8452
8:30 - 5:00

The **Environmental Assessment** and Approvals Branch provides 'one-window' service for regulatory environmental approvals in Ontario. It is responsible for administering Ontario's Environmental Assessment Act, which applies to the planning of all public sector projects and certain types of private sector **waste** management projects, the Ontario **Water** Resources Act and Environmental Protection Act, under which it reviews and approves technical applications for new or modified waste, water and **sewage** facilities, or facilities which may emit a **contaminant**, including **noise**, to the air. The branch also administers the Pesticide Act, including **permit**ting and **licensing** requirements for the sale and use of **pesticides**. Within the branch, dedicated staff are available to answer all enquiries regarding the programs from the public and the regulated community. Advice and technical guidance on the requirements for specific applications are also available.

NEW PROGRAM DEVELOPMENT BRANCH

14th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)327-1449
Fax (416)327-1261
8:30 - 5:00

The New Program Development Branch plays a key role in implementing the Managing the **Environment** Report by leading the development of new innovative programs and testing new ideas through pilot projects. The branch develops new performance-based initiatives which provide incentives for those it regulates to go beyond basic compliance with environmental rules and regulations. It is also experimenting with a new approach geared to those sectors with a history of non-compliance who may benefit from specialized assistance. The branch also works with academic institutions and think tanks as it conducts research into best practices in other jurisdictions looking for new ways for Ontario to address environmental issues. The branch also offers services to the Green Industry sector by undertaking activities which promote Ontario's environment industry domestically and internationally.

Services offered to the Public:
Business Directory
Business Guide

WATER PROJECT OFFICE

3rd Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)212-1509
Fax (416)212-2757
8:30 - 4:30

The **Water** Project Office is responsible for the implementation of the recommendations contained in Justice O'Connor's Report of the Walkerton inquiry. The office's responsibilities include: coordination and management of the implementation plan and coordination of tasks and linkages within the ministry and other ministries.

CORPORATE MANAGEMENT DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6426
Fax (416)314-6425
Fax (416)314-7858 (40 St Clair Ave W)
8:00 - 5:00

The Corporate Management Division is responsible for human resources, business and fiscal planning, accommodation, budgetary control, and for ensuring the ministry's corporate information management and technology needs are met in an integrated and cost effective manner. It liaises with central agencies, and ensures ministry compliance with government legislation and policies, including the requirements of the Freedom of Information and Protection of Privacy Act, the French Language Services Act, Quality Service and the Environmental Bill of Rights. The division provides business support services and negotiates and oversees the provision of services under agreements with the Shared Services Bureau and Internal Audit.

BUSINESS AND FISCAL PLANNING BRANCH

8th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-7360
Fax (416)314-7858
8:30 - 5:00

The Business and Fiscal Planning Branch provides strategic advice for, coordinates and monitors the ministry's business plans. The branch helps to develop and monitor ministry and divisional performance measurement criteria. It coordinates, analyzes, and monitors the ministry's estimates and budget and acts as a liaison with central agencies on fiscal planning issues. In addition, the branch negotiates and oversees the provision of services under agreements with the Shared Services Bureau for services such as financial processing and reporting, procurement, payment, mail and control services. Business and Fiscal Planning Branch is also responsible for accommodation and facilities management and operating the ministry print shop.

ENVIRONMENTAL BILL OF RIGHTS OFFICE, FREEDOM OF INFORMATION OFFICE AND INFORMATION RESOURCE CENTRE

9th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-0197
www.ene.gov.on.ca
8:30 - 5:00

The **Environment**al Bill of Rights (EBR) Office ensures, on behalf of the ministry, the compliance with the legal requirements of the EBR and manages, on behalf of government, the Environmental Registry, which acts as the principal tool to ensure the public's right to participate in government decision-making about the environment. The Freedom of Information (FOI) and Recorded Information Management (RIM) Office is responsible for implementing and administering the FOI/ Privacy Act within the ministry and its affiliated agencies. It develops policies to assist staff in complying with the requirements of the Act, coordinates access to information requests and represents the ministry when appeals are filed. The Information Resources Centre (IRC) provides a comprehensive information service to the ministry. Customized reference searches, specific facts or data, alerting services, Internet advisory, and document delivery services are available to ministry staff on demand.

FRENCH SERVICES

9th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-7938
Fax (416)314-7949
8:30 - 4:30

The French Services Office provides guidance and assistance to the ministry and its agencies in the planning and effective delivery of programs, activities and services in French and serves as a link between the francophone community and the ministry. This office also provides translation services, ensures the use of standardized environmental terminology in French, and publishes a bilingual lexicon.

HUMAN RESOURCES BRANCH

5th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-9300
TTY (416)314-9336
Fax (416)314-9313
8:15 - 5:00

The Human Resources Branch provides the ministry's human resources management program including: establishing ministry human resource policies and procedures, implementing new initiatives to meet workplace quality goals, organizational design and performance management. The branch approves appropriate compensation and **classification** levels for all employees and provides services such as staff recruitment, employee counselling, labour relations, occupational health and safety services and technical training and development. The branch also oversees the classification and **certification** policies and programs related to water and **sewage** operators.

INFORMATION MANAGEMENT AND TECHNOLOGY BRANCH

11th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-5017
Fax (416)314-4781
8:30 - 4:30

The Information Management and Technology Branch is responsible for the design, planning, development, implementation and maintenance of information management and technology in support of Land and Resources Cluster (LRC) and ministry core businesses. Information management services include: the provision of strategic advice on application design, planning development of policies and standards, user education and maintenance of ministry systems. The branch is also responsible for the LRC's and the ministry's information technology infrastructure, and the maintenance of the Wide Area Network (WAN).

ENVIRONMENTAL SCIENCES AND STANDARDS DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6357
Fax (416)314-6358

The Environmental Sciences and Standards Division (ESSD) leads the ministry's science, technology, and analytical programs, and provides support to policy and operational decision making by developing standards and guidelines, coordinating the delivery of partnerships including Drive Clean, monitoring the state of Ontario's environment, managing environmental information and providing laboratory services.

DRIVE CLEAN OFFICE

4th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-5856
Fax (416)314-4160
www.driveclean.com
8:00 - 5:00

The Drive Clean Office administers the province's motor vehicle emission testing, inspection, and maintenance program aimed at reducing smog causing emissions from vehicles. This administration included the establishment of on-road vehicle emissions **standards** for light and heavy duty vehicles, as well as the **accreditation** of over 2000 facilities providing Drive Clean inspections/repairs.

ENVIRONMENTAL MONITORING AND REPORTING BRANCH

West Wing
125 Resources Rd
Etobicoke M9P 3V6
General Inquiry (416)235-6300
Fax (416)235-5770
8:30 - 5:00

The **Environment**al Monitoring and Reporting Branch develops and manages province-wide monitoring networks that assess Ontario's ecosystem health, undertaking specialized **air** and water monitoring to support Operations Division activities in enforcement and **inspection**, and leading ministry efforts to manage and disseminate environmental information. The branch also administers the **Hazardous Waste** Information Network, the Air Quality Index/Smog **Alert** initiative and OnAir, a reporting system for air pollutants under Airborne **Contaminant** Discharge - Monitoring and Reporting Regulation (O.Reg. 127).

ENVIRONMENTAL PARTNERSHIPS BRANCH

14th, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-4612
Fax (416)314-0444
8:30 - 5:00

The Environmental Partnerships Branch reports jointly to the Assistant Deputy Minister of Environmental Sciences and Standards Division and the Associate Deputy Minister. The branch provides assistance to municipalities for water and waste water services, and implements the Municipal Water and Sewage Transfer Act. The branch also coordinates the ministry review of Ontario Small Town and Rural (OSTAR) applications for water and sewage funding which includes providing regular technical expertise to SuperBuild and OMAF and applicant municipalities. The branch is also responsible for liaising with the Ontario Clean Water Agency (OCWA).

WATER AND SEWAGE SUPPORT PROGRAMS

14th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-4612
Fax (416)314-0444
8:30 - 5:00

The **Water** and **Sewage** Support Programs section deals with the development and delivery of a variety of capital **funding** programs for the water and sewage infrastructure in Ontario. Programs include the Municipal Assistance Program (MAP), the $200 million Provincial Water Protection

Fund (PWPF) program, and most recently, the technical lead on water and sewage infrastructure on **SuperBuild**'s Ontario Small Town and Rural (OSTAR) Infrastructure program. The Water and Sewage Support Programs section is also responsible for transferring provincially owned (through the Ontario Clean Water Agency) water and sewage works to the **municipalities** that these systems service, under the Municipal Water and Sewage Transfer Act, 1997.

LABORATORY SERVICES BRANCH

125 Resources Rd
Etobicoke M9P 3V6
General Inquiry (416)235-5743
Fax (416)235-5744
8:30 - 5:00

Laboratory Services Branch provides analytical laboratory services to support the ministry's compliance, audit and emergency response needs. This includes the delivery of high quality testing, expert consultation and, scientific reference service. The branch also supports the ministry's standards setting through constant method development and the application of relevant analytical technology. The branch also manages the ministry's relationship with private and public sector laboratories.

STANDARDS DEVELOPMENT BRANCH

7th Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)327-5519
Fax (416)327-2936
8:30 - 5:00

Standards Development Branch provides toxicological and risk **assessment** expertise for ministry programs, policies and regulations. The branch develops **environmental** standards to protect human and ecosystem health, while providing expert advice on the significance of toxic pollutants in air, water and on land. This expert knowledge is shared at the national level as the branch also participates in the development of national standards, and is responsible for recommending Ontario standards for environmental matters. The branch is also engaged in assessing the performance of the new and emerging environmental technologies and promoting technology transfer. Administering the **Pesticides** Act and liaising with the Ontario Pesticides Advisory Committee is also a function of this branch.

WORKFORCE PLANNING OFFICE

2nd Flr, 40 St Clair Ave W
Toronto M4V 1M2
General Inquiry (416)314-7889
Fax (416)314-7890
8:30 - 5:00

The Environmental Sciences and Standards Division WorkForce Planning Office provides divisional coordination for financial, human resources, business planning and customer service issues.

INTEGRATED ENVIRONMENTAL PLANNING DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6338
Fax (416)314-6346
www.ene.gov.on.ca
8:00 - 5:00

The Integrated Environmental Planning Division is responsible for integrating the overall policy development and planning functions of the ministry. This involves integrating and synthesizing all information, data and perspectives on the many aspects of the ministry's mandate. The division consults extensively on developing policies, strategies and programs that support the ministry's core businesses of conservation and environmental protection. The division is organized along functional areas which include the Waste Management Policy, Land Use Policy, Water Policy, Air Policy and Climate Change, Strategic Policy Branches as well as the Environmental Liaison Office.

AIR POLICY AND CLIMATE CHANGE BRANCH

4th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-4148
Fax (416)314-4128
www.ene.gov.on.ca
8:30 - 4:30

The Air Policy and Climate Change Branch is responsible for the development of policies and identification of program needs for the improvement and protection of Ontario's air quality. The branch takes the lead on air issues such as smog, acid rain, fine particulates, ozone depletion, and leads Ontario's position on climate change and activities to reduce greenhouse gas emissions.

ENVIRONMENTAL LIAISON OFFICE

5th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4440
Fax (416)314-8478
www.ene.gov.on.ca
8:30 - 5:00

The Environmental Liaison Office is responsible for the coordination of the ministry's relations with the federal government, other provincial governments, municipal governments and aboriginal groups as they relate to the environment. The Environmental Liaison Office also coordinates the ministry's relations with the United States and other international jurisdictions concerning environmental issues.

LAND USE POLICY BRANCH

6th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4440
Fax (416)326-0461
Fax (416)314-7200 (Director's Office)
8:30 - 4:30

The **Land** Use Policy Branch provides advice on integrating land use considerations into ministry policy and program initiatives. The branch fosters information sharing and feedback on emerging environmental issues and trends within the ministry and with external clients on land use management. The branch also supports the development and implementation of ecosystem based

environmental strategies and action plans at the local and regional level of government that achieve the ministry's objectives of cleaner air, land and water, and healthier ecosystems.

STRATEGIC POLICY BRANCH

11th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4440
Fax (416)314-2976
8:30 - 4:30

The Strategic Policy Branch reports jointly to the Associate Deputy Minister of the Secretariat for Environmental Leadership as well as the Assistant Deputy Minister, Integrated Environmental Planning Division. The branch provides the central strategic policy function for the ministry, including central cabinet liaison responsibilities. The branch's role is to improve policy integration and capacity by forecasting the longer range strategic direction for the ministry, linking long range ministry issues and concepts to inform the development of sound public policy, and effectively integrating ministry policy development from among the core functional areas (air, climate change, waste, water and land) to ensure consistency with the government's priorities.

WASTE MANAGEMENT POLICY BRANCH

7th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)325-4440
Fax (416)325-4437 (7th Flr)
Fax (416)314-9411 (8th Flr)
8:00 - 5:00

The **Waste** Management Policy Branch is responsible for the development of policies, regulations and legislation to ensure sound and effective management of wastes in Ontario. The branch works with municipalities, the private sector and associations to manage both hazardous and non-**hazardous wastes**; and promotes waste minimization, diversion and **recycling** activities.

WATER POLICY BRANCH

11th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-4140
Fax (416)314-3918
Fax (416)314-7200 (Director's Office)
Fax (416)314-3924
8:15 - 4:30

The **Water** Policy Branch is responsible for the development of policies and programs to protect and restore the quality and quantity of Ontario's water resources. The branch works with other jurisdictions, municipal, federal, other provincial and international interests to develop effective policies and programs for the protection and wise management of ground water, surface water and drinking water, and promotes water efficiency for ecological, environmental and social economic sustainability.

WORKFORCE PLANNING OFFICE

6th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-1934
Fax (416)314-7890
8:30 - 4:30

The Workforce Planning Office is responsible for maintaining, monitoring and operating the divisional human resources, financial and administrative data systems for the Assistant Deputy Minister's office and the division; make recommendations to the ADMs office regarding various improvements, enhancements and modifications to the data systems based on ongoing problem resolutions and liaison with client branches. This office also coordinates divisional data for the estimates and workforce planning.

OPERATIONS DIVISION

14th Flr, 135 St Clair Ave W
Toronto M4V 1P5
General Inquiry (416)314-6378
Fax (416)314-6396

The Operations Division is responsible for delivering programs to protect air quality, surface and ground water quality and quantity; managing the disposal of wastes; ensuring an adequate quality of drinking water and controlling the use of pesticides. In addition, the division is responsible for administering the ministry's approvals, **environmental assessment**s, and **licensing** programs as well as an investigative and enforcement program to ensure compliance with environmental laws.

ENVIRONMENTAL SWAT TEAM

Suite 1003, 305 Milner Ave
Scarborough M1B 3V4
General Inquiry (416)314-4278
Fax (416)314-4464
8:15 - 4:30

The **Environment**al SWAT Team is a highly mobile unit dedicated to ensuring compliance with Ontario's environmental laws through tough, effective and fair **enforcement**. Working in partnership with the ministry's district offices, the team targets specific sectors of concern--sectors that have high non-compliance rates and/or may have significant impacts on public health and the environment. The Environmental SWAT Team also includes the Vehicle Emissions Enforcement Unit (known as the Smog Patrol). This unit of the team is dedicated to inspecting vehicles suspected of emitting excessive exhaust smoke, or of having emissions control equipment that has been tampered with or removed.

INVESTIGATIONS AND ENFORCEMENT BRANCH

8th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Fax (416)326-5256
8:15 - 4:30

The **Investigation**s and **Enforcement** Branch is responsible for all aspects of **environment**al enforcement within the ministry. The branch complements other ministry programs to ensure compliance with environmental laws.

CENTRAL REGION
9th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Fax (416)325-6356
8:15 - 4:30

EASTERN REGION
133 Dalton Ave
Kingston K7L 4X6
General Inquiry (613)549-4000
Fax (613)548-6907
8:15 - 4:30

NORTHERN REGION
Rm 331, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1205
Fax (807)475-1777
8:15 - 4:30

SOUTHWESTERN REGION
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-5000
Fax (519)873-5008
8:15 - 4:30

WEST CENTRAL REGION
9th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7640
Fax (905)521-7181
8:15 - 4:30

REGIONAL/DISTRICT OFFICES

The Regional/District Offices are responsible for delivering programs to protect **air** quality, surface and ground **water** quality and quantity; managing the disposal of **wastes**; ensuring an adequate quality of **drinking water** and controlling the use of **pesticides**.

CENTRAL REGION

CENTRAL REGION OFFICE
8th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Toll Free 1-800-810-8048
Fax (416)325-6345 (For FOI also)
8:30 - 5:00

HALTON-PEEL DISTRICT OFFICE
Suite 300, 4145 North Service Rd
Burlington L7L 6A3
General Inquiry (905)319-3847
Toll Free 1-800-335-5906
Fax (905)319-9902
8:30 - 5:00

TORONTO DISTRICT OFFICE
8th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)326-6700
Fax (416)325-6346
8:30 - 5:00

YORK DURHAM DISTRICT OFFICE
5th Flr, 230 Westney Rd S
Ajax L1S 7J5
General Inquiry (905)427-5600
Toll Free 1-800-376-4547
Fax (905)427-5602
8:30 - 5:00

EASTERN REGION

KINGSTON REGIONAL OFFICE
133 Dalton Ave
PO Box 820
Kingston K7L 4X6
General Inquiry (613)549-4000
Fax (613)548-6908
Fax (613)548-6911 (Director)
8:30 - 5:00

BELLEVILLE AREA OFFICE
Belleville Mall
470 Dundas St E
Belleville K8N 1G1
General Inquiry (613)962-9208
Fax (613)962-6809
8:15 - 5:00

CORNWALL AREA OFFICE
2nd Flr, 113 Amelia St
Cornwall K6H 3P1
General Inquiry (613)933-7402
Fax (613)933-6402
8:30 - 5:00

KINGSTON DISTRICT OFFICE
133 Dalton Ave
PO Box 820
Kingston K7L 4X6
General Inquiry (613)549-4000x2692
Fax (613)548-6920
8:30 - 5:00

OTTAWA DISTRICT OFFICE
2435 Holly Lane
Ottawa K1V 7P2
General Inquiry (613)521-3450
Fax (613)521-5437
8:30 - 5:00

PETERBOROUGH DISTRICT OFFICE
Robinson Pl South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-4300
Fax (705)755-4321
8:30 - 5:00

NORTHERN REGION

THUNDER BAY REGIONAL OFFICE
3rd Flr Suite 331, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1205
Toll Free 1-800-875-7772 (Within Area Codes 807 & 705)
Fax (807)475-1754
8:30 - 5:00

SUDBURY DISTRICT OFFICE
Suite 1101, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3237
Toll Free 1-800-890-8516 (Within Area Codes 705 & 807)
Fax (705)564-4180
8:30 - 5:00

SUDBURY/SAULT STE MARIE DISTRICT OFFICE - SAULT STE MARIE AREA
Roberta Bondar Pl
Suite 610, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)541-2170
Toll Free 1-800-965-9990 (Within Area Codes 705 & 807)
Fax (705)541-2171
8:30 - 5:00

THUNDER BAY DISTRICT OFFICE
3rd Flr Suite 331, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1315
(807)475-1205 (Regional Office)
Toll Free 1-800-875-7772 (Within Area Codes 705 & 807)
Fax (807)475-1754
Fax (807)473-3160
8:30 - 5:00

THUNDER BAY/KENORA DISTRICT OFFICE - KENORA AREA
808 Robertson St
PO Box 5150
Kenora P9N 1X9
General Inquiry (807)468-2718
Toll Free 1-888-367-7622 (Within Area Code 807)
Fax (807)468-2735
8:15 - 5:00

TIMMINS DISTRICT OFFICE
Ontario Government Complex
Hwy 101 E
PO Bag 3080
South Porcupine P0N 1H0
General Inquiry (705)235-1500
Fax (705)235-1520
8:30 - 5:00

TIMMINS/NORTH BAY DISTRICT OFFICE - NORTH BAY AREA
Suite 103, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-6865
Toll Free 1-800-609-5553 (Within Area Code 705)
Fax (705)497-6866
8:30 - 5:00

SOUTHWESTERN REGION

LONDON REGIONAL OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-5000
Toll Free 1-800-265-7672
Fax (519)873-5020
8:30 - 5:00

BARRIE DISTRICT OFFICE
Unit 1203, 54 Cedar Pointe Dr
Barrie L4N 5R7
General Inquiry (705)739-6441
Toll Free 1-800-890-8511
Fax (705)739-6440
8:30 - 5:00

LONDON DISTRICT OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-5000
Toll Free 1-800-265-7672
Fax (519)873-5020
8:30 - 5:00

OWEN SOUND DISTRICT OFFICE
1580 20th St E
Owen Sound N4K 6H6
General Inquiry (519)371-2901
Toll Free 1-800-265-3783
Fax (519)371-2905
8:30 - 5:00

SARNIA DISTRICT OFFICE
1094 London Rd
Sarnia N7S 1P1
General Inquiry (519)336-4030
Toll Free 1-800-387-7784
Fax (519)336-4280
8:30 - 5:00

WINDSOR DISTRICT OFFICE
6th Flr, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)254-2546
Toll Free 1-800-387-8826
Fax (519)254-5894
8:30 - 5:00

WEST CENTRAL REGION

HAMILTON REGIONAL OFFICE
Ellen Fairclough Bldg
12th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7640
Toll Free 1-800-668-4557
Fax (905)521-7820
8:30 - 5:00

GUELPH DISTRICT OFFICE
4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4255
Toll Free 1-800-265-8658
Fax (519)826-4286
8:30 - 5:00

HAMILTON DISTRICT OFFICE
Ellen Fairclough Bldg
9th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7650
Fax (905)521-7806
Fax (905)521-7820
8:30 - 5:00

NIAGARA DISTRICT OFFICE
9th Flr Suite 15, 301 St Paul St
St Catharines L2R 3M8
General Inquiry (905)704-3900
Toll Free 1-800-263-1035
Fax (905)704-4015
8:30 - 5:00

SPILLS ACTION CENTRE

Place Nouveau Bldg
10th Flr, 5775 Yonge St
North York M2M 4J1
General Inquiry (416)325-3000
Toll Free 1-800-268-6060 (Spill Reporting)
Toll Free 1-866-663-8477 (Pollution Hotline - MOE-TIPS)
Fax (416)325-3011
24 Hours

The **Spills** Action Centre (SAC), staffed on a 24-hour basis, receives province-wide reports of spills and coordinates appropriate response actions. The centre also receives adverse **drinking water** notifications and **pollution** hotline calls in addition to reports of occurrences for a number of other

ministries and agencies. SAC is also responsible for coordinating ministry support under provincial **emergency** plans and for maintaining the ministry's emergency plan for spill-related emergencies. The office also provides guidance pertaining to Ontario's Spill Legislation - Part X of the **Environment**al Protection Act.

ENERGY

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Hearst Block
4th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)327-3855
Fax (416)326-3947
www.est.gov.on.ca
8:00 - 6:00

The Communications Branch supports the ministry's program delivery, policy coordination and consensus-building activities between its partner ministries within the provincial government and a broad network representing Ontario's energy sector. Its objective is to raise awareness and promote understanding by the public of the government energy-related initiatives. The branch provides services such as communications planning, produces communications materials such as speeches, news releases, brochures, publications, answers public media and inquiries, and oversees the Energy's web site.

BUSINESS PLANNING AND CORPORATE SERVICES DIVISION

2nd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)327-7106
Fax (416)314-3354
8:30 - 5:00

The Business Planning and Corporate Services Division is responsible for providing corporate planning, administrative support and services to enhance the delivery of ministry programs. The division supports and advises the Deputy Minister, Energy and the Energy program areas to ensure compliance with the provincial government's policies and procedures on financial management, audit, asset management, information and technology, procurement, budgetary control, freedom of information, human resource planning and management, and French language services.

ENERGY DIVISION

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)314-6223
Fax (416)314-6224
8:30 - 5:00

The Energy Division provides a structure to identify strategic issues; to coordinate policy and program development; and to coordinate and integrate interaction between the ministry and other governments.

ELECTRICITY POLICY BRANCH

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6559
Fax (416)325-7041
8:30 - 5:00

The **Electricity** Policy Branch provides expert analysis and develops policy options on issues relating to the electricity system in Ontario including the regulatory framework for the electricity sector supply, transitional issues with respect to restructuring and the application of the Energy Competition Act and distribution restructuring and pricing. The branch represents Ontario's interests in electricity discussions with the federal government and other jurisdictions; and provides the ministry's and government's principal liaison with Ontario Hydro, municipal utilities and other stakeholders in the electricity sector.

ELECTRICITY RESTRUCTURING OFFICE

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6552
Fax (416)325-6972
8:30 - 5:00

The **Electricity** Restructuring Office coordinates ministry policy development, consultation and stakeholder liaison on matters related to restructuring Ontario's electricity sector. The office is responsible for overall project management and coordination of activities related to restructuring Ontario's electricity industry, and addresses a range of regulatory and transition management issues associated with the implementation of the Energy Competition Act, 1998. The office also provides analysis and advice concerning energy efficiency, environmental disclosure and renewable energy issues, and on related new technologies.

ENERGY POLICY BRANCH

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6591
Fax (416)325-7023
8:30 - 5:00

The **Energy** Policy Branch conducts financial and economic analysis related to the energy industry, regulatory issues, energy policy and market structures. Through a shared services agreement, the branch provides environmental economic support to the ministry. The branch includes the Oil and Gas Section which provides analysis, advice and liaison relating to oil and natural gas. It is also responsible for the ministry's climate change work and energy intergovernmental relations and contingency planning.

ENERGY ECONOMICS AND FINANCIAL ANALYSIS SECTION

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6586
Fax (416)325-7023
8:30 - 5:00

Energy Economics and Financial Analysis Section provides economic advice and analysis related to new generation investment issues, energy environmental issues, energy technology issues, energy efficiency, renewable and alternative technology, including impact assessments of policy proposals and individual project barriers.

ENERGY PRICING COMPETITIVENESS ANALYSIS

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6586
Fax (416)325-7023
8:30 - 5:00

Energy Pricing Competitiveness Analysis provides economic and financial analysis on energy issues, assesses outlook for market prices for electricity, natural gas, oil and oil products in Ontario and other jurisdictions, analyzes financial returns for regulated utilities, and advises on pricing, risk management mechanisms, market structure, market power, and competitiveness in energy markets.

ENVIRONMENTAL ECONOMICS

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6624
Fax (416)325-7023
8:30 - 5:00

Environmental Economics provides environmental economic analysis and support under an economic shared services agreement.

OIL AND GAS SECTION

3rd Flr, 880 Bay St
Toronto M7A 2C1
General Inquiry (416)325-6562
Fax (416)325-6981
8:30 - 5:00

The **Oil** and Gas Section of the **Energy** Policy Branch provides analysis, advice and policy coordination on issues relating to the supply, distribution and pricing of **natural gas**, crude oil, **petroleum** products, **petrochemicals**, **gasoline** and alternate **transportation fuels**. The section provides the ministry's main liaison with the Ontario Energy Board, on natural gas regulation, and the oil, gas and alternate transportation fuels industries and associations. It also represents Ontario's oil and gas interests in hearings before the National Energy Board and coordinates Ontario positions on energy issues for discussions with the federal government and other jurisdictions.

AGENCIES, BOARDS AND COMMISSIONS

ENVIRONMENTAL REVIEW TRIBUNAL

12th Flr Suite 1201, 2300 Yonge St
PO Box 2382
Toronto M4P 1E4
General Inquiry (416)314-4600
Fax (416)314-4506
www.ert.gov.on.ca
8:30 - 4:45

The **Environment**al Review Tribunal is an independent and impartial tribunal established by provincial legislation that holds public **hearings** regarding **appeal**s arising from, amongst other things, the revocation, alteration or issuance of approvals, **licence**s, **permit**s or orders under various environmental statutes. These statutes include the Environmental Protection Act, the **Environmental Assessment** Act, Ontario **Water** Resources Act, Ontario **Pesticides** Act and the Environmental Bill of Rights, 1993. Under the Niagara Escarpment Planning and Development Act,

Tribunal members are appointed to make recommendations/decisions regarding permit development application appeals and plan amendment applications.

OFFICE OF CONSOLIDATED HEARINGS

12th Flr Suite 1201, 2300 Yonge St
PO Box 2382
Toronto M4P 1E4
General Inquiry (416)314-4600
Fax (416)314-4506
www.ert.gov.on.ca
8:30 - 4:45

Under the Consolidated **Hearings** Act, the Environmental Review Tribunal holds public hearings in conjunction with the Ontario **Municipal** Board. This occurs when a proposal requires more than one tribunal hearing under more than one of the Acts set out in the schedule to the Consolidated Hearings Act, 1981. The Hearings Registrar must receive written notice from the person proposing the undertaking, specifying the nature of the undertaking, required hearings and governing Acts. The matter is then referred to the chairs of the two boards, who establish a joint board for the hearing. The board's decision can be varied or rescinded only by the Lieutenant-Governor-in-Council or, on a question of law, may be **appeal**ed to the Divisional Court.

ONTARIO CLEAN WATER AGENCY

17th Flr, 1 Yonge St
Toronto M5E 1E5
General Inquiry (416)314-5600
Toll Free 1-800-667-6292
Fax (416)314-8300
www.ocwa.com
8:15 - 5:15

The Ontario Clean **Water** Agency (OCWA) was created in 1993 under the Capital Investment Plan Act with a mandate to provide safe, reliable and cost-effective water and wastewater services to Ontario **municipalities**. The Agency currently operates over 400 facilities in the province, ranging in size from small lagoons and pumping stations to metropolitan water treatment and distribution systems. OCWA is not a monopoly and receives no government subsidies. OCWA is a business that competes for its contracts in an open marketplace against private sector companies. The Agency reports to the Minister of **Environment** and Energy. OCWA's mission is: "To be the best in the business of producing clean water".

AREA OFFICES

CENTRAL AND WESTERN
3508 Wonderland Rd S
London N6L 1A7
General Inquiry (519)652-7033
Fax (519)652-7020

EASTERN AND NORTHERN
593 Norris Crt
Kingston K7P 2R9
General Inquiry (613)634-6292
Fax (613)634-1942

SOUTH PEEL FACILITIES
1300 Lakeshore Rd E
Mississauga L5E 1E9
General Inquiry (905)274-1223
Fax (905)274-5906

ONTARIO ENERGY BOARD

Suite 2601, 2300 Yonge St
PO Box 2319
Toronto M4P 1E4
General Inquiry (416)481-1967
Other 1-877-632-2727 (Customer Service Centre)
Toll Free 1-888-632-6273
Fax (416)440-7656
www.oeb.gov.on.ca
8:30 - 5:00

The Ontario **Energy** Board is an independent, quasi-judicial tribunal that reports to the minister of Environment and Energy. The board has regulatory oversight of gas and **electricity** matters and provides advice as required to the minister. In the electricity sector, the board licenses all market participants and approves rates charged for transmission and distribution. Companies that want to purchase or sell distribution and transmission assets must have board approval. In the **natural gas** sector, the board also approves the rates charged by **utilities** and licenses companies that sell to residential and small commercial users. The board also approves storage facilities and utility ownership changes. As well, the construction of natural gas pipelines, major electricity transmission lines and gas franchise agreements between utilities and municipalities must be approved by the board.

PESTICIDES ADVISORY COMMITTEE

12th Flr Suite 1203, 2300 Yonge St
Toronto M4P 1E4
General Inquiry (416)314-9230
Fax (416)314-9237
www.opac.gov.on.ca
8:15 - 4:30

This **Pesticides** Advisory Committee advises the Minister on matters pertaining to pesticides. It annually reviews the Pesticides Act and regulations, and government publications respecting pesticides and the control of pests. The committee also recommends **classification** for all new pesticide products prior to their marketing and use in Ontario, and publishes an annual report, which is available upon request. For other ministry publications on pests and pest control and information on pesticide licensing, contact the Standards Development Branch, Pesticides Section or the **Environment**al Assessment and Approvals Branch.

ACTS

Capital Investment Plan Act, 1993
Consolidated Hearings Act
Electricity Act, 1998
Energy Efficiency Act
Environmental Assessment Act
Environmental Bill of Rights Act, 1993
Environmental Protection Act
Ministry of Energy Act
Ministry of the Environment Act
Municipal Water and Sewage Transfer Act, 1997
Ontario Energy Board Act, 1998
Ontario Water Resources Act
Pesticides Act
Toronto District Heating Corporation Act, 1998
Waste Diversion Act, 2002
Waste Management Act, 1992

MINISTRY OF FINANCE

Frost Bldg S
7th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
Toll Free General Inquiry 1-800-263-7965
Fax (905)433-6777
www.gov.on.ca/fin
8:30 - 5:00

The mission of the ministry is to establish an environment which will ensure a dynamic, innovative and growing economy and to manage the fiscal, financial and related regulatory affairs of the Province of Ontario. To carry out this mission, the ministry will create a climate for economic growth and job creation in the province; promote the effective and efficient delivery of government services to taxpayers and reduce spending; ensure prudent management of the province's debt; balance the budget; and ensure that public organizations remain accountable to taxpayers for the use of their funds.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND CORPORATE AFFAIRS BRANCH

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0333
Fax (416)325-2334
Fax (416)325-0339
www.gov.on.ca/FIN
8:30 - 5:00

The Communications and Corporate Affairs Branch provides strategic communications advice and planning to the Minister of Finance, the Deputy, all ministry divisions and, where appropriate, other ministries, to support jobs and the economy. The services include: communications planning for ministry programs, policies and initiatives; issues management; developing communications policies for the ministry; responding to public and media enquiries; advertising strategies and implementation; news releases; event planning; media monitoring and analysis; communications evaluation; speeches. In addition, the branch coordinates the distribution of Ministry of Finance documents and requests for translation. It also tracks and coordinates responses to all ministerial correspondence and provides information and research services.

INTERNAL AUDIT SERVICES

31st Flr, 250 Yonge St
Toronto M5B 2N7
General Inquiry (416)325-8320
Fax (905)433-5222 (Oshawa)
Fax (416)325-5096 (Toronto)
8:30 - 5:00

Internal Audit Services provides a full range of internal audit services geared to assisting its clients in achieving their objectives, identifying and managing risks and improving controllership, accountability, effectiveness, efficiency and economy of programs, systems and operations. The range of services provided include business advisory, audit (value for money, financial and compliance) services, control and risk assessment, information technology audits and consultation, facilitation and liaison with the Provincial Auditor. Its clients include the Ministry of Finance and its agencies.

INTERNAL AUDIT SERVICES - OSHAWA
3rd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (416)325-8320 (Toronto)
8:30 - 5:00

INTERNAL AUDIT SERVICES - TORONTO
31st Flr, 250 Yonge St
Toronto M5B 2N7
General Inquiry (416)325-8320
8:30 - 5:00

LEGAL SERVICES BRANCH - TORONTO

Frost Bldg S
5th Flr Rm 515, 7 Queen's Park Cres E
Toronto M7A 1Y7
General Inquiry (416)325-1455
Fax (416)325-1460
8:30 - 5:00

Legal services for the Ministry of Finance are provided by this branch. It counsels the ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services include litigation, prosecutions, settling claims, drafting agreements and provincial legislation, providing legal advice on government financial matters, tax policy, administration and enforcement, and the issue and sale of government of Ontario securities.

LEGAL SERVICES BRANCH - OSHAWA

Michael Starr Bldg
6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5657
Fax (905)436-4510
8:00 - 5:00

CENTRAL AGENCIES INFORMATION AND INFORMATION TECHNOLOGY CLUSTER

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
Fax (905)433-5708

The Central Agencies Information and Information Technology Cluster supports the Ministry of Finance, Management Board Secretariat and Cabinet Office. The Cluster is closely aligned to the core businesses of the ministries and is absolutely essential to the efficient and cost effective delivery of services, the growth of those businesses and their contribution to the agendas of both the ministries and the government. Although there is a wide range of diversity of technology, it is matched to meet the business needs, is well-integrated and designed to meet corporate I & IT directions.

BUSINESS SOLUTIONS BRANCH

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6595
Fax (905)433-6461
8:30 - 5:00

The Business Solutions Branch supports the administration of ministry programs by providing application production support, maintenance services, data warehouse, and the delivery of large and small scale development projects.

I-SOLUTIONS

College Park
15th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)327-2895
Fax (416)327-8781

I-Solutions develops and supports web sites and a range of business applications.

CORPORATE SYSTEMS BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)327-9241
(416)326-9300 (SSB/WIN Contact Centre)
Fax (416)327-9254
8:30 - 5:00

The Corporate Systems Branch maintains and operates the corporate payroll, attendance and financial systems for the OPS, i.e. WIN, Corpay and IFIS.

MANAGEMENT SERVICES OFFICE

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797

The Management Services Office is responsible for information and information technology (I&IT) strategic planning, business planning, finance and administration, and project management for the Cluster.

TECHNICAL SERVICES BRANCH

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6797
(416)325-8244 (Toronto Service Desk - Frost)
(905)433-5100 (Oshawa Service Desk)
(416)327-2700 (Toronto Service Desk - Ferguson)
Fax (905)436-4449
8:00 - 5:00

The Technical Services Branch is responsible for the provision of on-line and batch business transaction processing, volume printing and mass mailing, infrastructure management, disaster recovery planning, and providing functional and corporate lead to a range of other technology areas that support and recognize government/ministry business as the drivers of IT services. These areas include IT, IT security, database design, electronic commerce, applications development support,

voice and data and telecommunications deployment, forms design, IT standards, hardware/software maintenance, capacity and performance management, technology acquisition, and vendor management.

CORPORATE AND QUALITY SERVICE DIVISION

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6844
Fax (905)433-6688
8:15 - 5:00

Corporate and Quality Service Division delivers planning, advisory, quality service leadership, controllership and information technology functions to ensure direction and management of operating programs consistent with Ontario Government policy and legislative directions. The division provides corporate support services including call centre and customer service operations; data capture and cash management for all collections under the taxation statutes administered by the ministry; coordination and production of ministry documents such as the Ontario Budget; and administers the Freedom of Information and Protection of Privacy Act for the ministry. The division also manages the service and accountability relationships with the Internal Audit Division and Shared Services Bureau of Management Board Secretariat, and ensures proper levels of support to the ministry and its client groups.

BUDGET SECRETARIAT

Frost Bldg N
3rd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-1588
Fax (416)325-0969
8:30 - 5:00

Budget Secretariat is responsible for the coordination and the production of the Ontario Budget, Fall Economic Statement and other high-profile ministry projects. Additional responsibilities include managing and providing support to ministry consultations and delegations, developing and managing two annual ministry charitable campaigns, providing creative design and production/ publication advice and assistance to the ministry and government. The Secretariat is also responsible for ensuring that physical security and fire safety for the Frost Complex and its occupants is adequate.

CORPORATE PLANNING AND FINANCE BRANCH

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5644
Fax (905)433-5124
8:15 - 5:00

The Corporate Planning and Finance Branch is responsible for corporate resource management, processes and support systems, preparing expenditure estimates, monitoring operational performance and recommending appropriate actions. It is also responsible for analyzing and reviewing resource implications of Cabinet and Management Board submissions. It liaises with central agencies and other ministries, supports and advises the ministry executive on resource management, planning and policy issues. In addition, the branch provides central facilities design and accommodation services; IT and physical security; controllership and reporting and support for Local Service Realignment activities through the Revenue Service Centre. Responsibilities also include the day-to-day liaison with the Shared Services Bureau for the ministry's transaction based financial services, purchasing, fleet management and operation of central stores functions.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE (FOI)

5th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5377
Toll Free 1-800-263-3971
Fax (905)436-4462
8:30 - 5:00

The Freedom of Information and Protection of Privacy Office handles all requests for information under the Freedom of Information and Protection of Privacy Act.

HUMAN RESOURCES BRANCH

2nd Flr, 33 King St W
Oshawa L1H 8H5

6th Flr, 101 Bloor St W
Toronto M7A 1C1

General Inquiry (905)433-6092
(416)325-8260 (Toronto)
TTY (416)325-8237 (Toronto)
Fax (905)433-6588 (Oshawa)
Fax (416)325-8299 (Toronto)
8:15 - 5:00

The Human Resources Branch performs the human resources management function for the Ministry of Finance, Office of the Premier and Cabinet Office. The branch is responsible for establishing ministry human resources policies and procedures, creating appropriate classification and compensation levels for employees, recruiting staff, counselling employees, coordinating and development, human resources planning, investigating employee grievances and handling all matters affecting work conditions and performance. The branch maintains the ministry's personnel, payroll and employee benefit records. It serves as a liaison between the ministry, Management Board of Cabinet, the Ontario Public Service Employees Union (OPSEU), AMAPCEO and the Shared Services Bureau (Payroll Benefits & Generic Training). This branch also coordinates the ministry's French Language Services and Equal Opportunity Programs.

REVENUE OPERATIONS AND CLIENT SERVICES BRANCH

7th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-5858
Fax (905)433-6288
8:30 - 5:00

The Revenue Operations and Client Services Branch supports the Ontario Government's financial objectives in its high-speed tax remittance processing centre, as well as operating the ministry's telephone Call Centre. The branch also administers tax rebates for Alternative Fuel, Permanently Physically **Disabled** and provides additional client services for the ministry in such areas as mail processing (Toronto and Oshawa locations), printing and convenience copier services, boardroom bookings, vehicle fleet, parking control and the Oshawa switchboard.

MINISTRY INFORMATION CENTRE

2nd Flr, 33 King St W
Oshawa L1H 8H5
(905)433-6004 (Oshawa Public Enquiry Centre)
TTY 1-800-263-7776
Toll Free 1-800-263-7965
Toll Free French 1-800-668-5821
Fax (905)433-6777
8:15 - 5:00

Ministry Information Centre provides program and account-specific information to the public, client groups and central agencies on behalf of Ontario's **taxation** and financial programs including: **Corporations** Tax, Employer **Health** Tax, Gas, Fuel and **Tobacco** Taxes/Border Levy, **International** Fuel Tax Agreement, **Land** Transfer Tax and Refunds, Provincial Land Tax, Tax for Fuel Conservation, Used Vehicle Information Program, Permanently Physically **Disabled** Program, **Propane**/Alternative Fuel Refunds, **GAINS**, Ontario Home Ownership Savings Plan, Ontario Tax Credits/Ontario Tax Reduction, Ontario **Child Care** Supplement for Working Families, Ontario **Investment** and Employee Ownership Plan, Employee Share Ownership Plan, Ontario Tax Credit **Audit**, Financial Services Commission, **Property Assessment**, Provincial Sales Tax and Ontario Savings **Bonds**. The Centre also responds to calls on behalf of other ministries such as the Employment Standards for the Mininstry of Labour.

REVENUE AND DATA PROCESSING

7th Flr, 33 King St W
Oshawa L1H 8H5
Toll Free 1-800-263-7965
Fax (905)436-4494
8:30 - 5:00

In partnership with other provincial ministries and government bodies (e.g. OPP, Canada Customs and Revenue Agency, Ministry of Natural Resources, Ministry of Public Safety & Security), the Revenue and Data Processing section of Revenue Operations and Client Services Branch provides a cost-effective, re-engineered remittance processing, document imaging/retrieval and data capture service for all taxes, fines and fees for the Ministry of Finance and its agencies, as well as for each of the above partners.

FISCAL AND FINANCIAL POLICY DIVISION

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Y7
General Inquiry (416)327-2020
Fax (416)325-0290
8:30 - 5:00

The Fiscal and Financial Policy Division provides the Minister of Finance and the government with advice and assistance on all aspects of fiscal and financial policy, fiscal planning, financial standards and reporting, and overall stewardship of the financial resources of the province.

FINANCIAL ANALYSIS BRANCH

10th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)327-2727
Fax (416)327-2743
8:30 - 5:00

Financial Analysis Branch provides quality financial advice and expertise on fiscal planning, financial reporting, financial management accounting and business practice issues, for proposals and decisions with fiscal implications. It ensures that a thorough review and analysis of the impact of proposals is reflected in the government's fiscal plan and financial reporting practices.

FISCAL PLANNING BRANCH

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2020
Fax (416)327-9115
8:30 - 5:00

The Fiscal Planning Branch provides advice and support on the overall fiscal framework and strategy for the government, including the ongoing monitoring and management of Ontario's fiscal plan. The fiscal plan consists of the projected budget balance, supported by expected spending and revenue for the current fiscal year and for the medium term. The branch develops the Quarterly Ontario Finances and coordinates Budget Paper B as part of the annual Ontario Budget. In addition, the branch provides fiscal policy advice and analysis to the minister and senior officials on corporate and cross-ministry issues, as well as on all major expenditure program areas. The branch develops the strategic framework for expenditure savings initiatives and is responsible for development of the overall capital envelope.

OFFICE OF THE PROVINCIAL CONTROLLER

Frost Bldg S
1st Flr Rm 162, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-8050
Fax (416)325-2029
8:00 - 5:00

The office of the Provincial Controller recommends Ontario's financial management and reporting policies and standards to the government and reports on the province's financial position to the public and the Legislature through the annual tabling of the Public Accounts. It works closely with the Office of the Provincial Auditor and the Canadian Institute of Chartered Accountants on the development of standards for government reporting and financial management practices. It promotes effective financial management and modern controllership practices for ministries to ensure they produce relevant high quality financial information for decision making. It ensures that financial controls and recording systems are in place to safeguard the province's assets. The office develops and delivers training and provides advice and expertise to ministries about modern controllership (including risk management and financial management), and about Public Sector Accounting Board accounting policy implementation.

INTEGRATED FINANCIAL INFORMATION SYSTEM (IFIS)

6th Flr, 56 Wellesley St W
Toronto M7A 2E7
General Inquiry (416)325-2200
Fax (416)325-8465
Fax (416)325-6382
Fax (416)325-1520 (ADM)
8:30 - 5:00

The Integrated Financial Information System (IFIS) project is a multi-year investment in the province's administrative infrastructure to transform the financial policies, processes, systems, skills and organization in order to implement the best financial management practices across the OPS such as: single enterprise-wide integrated financial information system, enhanced work flow, electronic commerce, shared services and accrual accounting to PSAAB standards

OFFICE OF ECONOMIC POLICY

Frost Bldg N
5th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0840
Fax (416)325-9224
8:30 - 5:00

The Office of Economic Policy provides the Minister of Finance and the government with analytical support and economic policy advice on a wide range of economic, fiscal and financial issues and trends that affect economic growth and job creation. Specifically, the Office provides support and advice in a number of critical areas including macroeconomic projections and revenue forecasts; development of economic policy initiatives for the annual Budget; socioeconomic and labour market issues; demographic analysis and population forecasts; sectoral, regional and structural economic analysis; and the financial services sector regulatory policy. The OEP also liaises with Statistics Canada.

INDUSTRIAL AND FINANCIAL POLICY BRANCH

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0900
Fax (416)325-1187
8:30 - 5:30

The Industrial and Financial Policy Branch provides the Ministry of Finance with policy research, analysis and development services regarding Ontario's interest in, and regulation of, the financial services sector. It also provides analytical support and policy advice on a wide range of microeconomic issues related to economic growth and job creation. These include policy areas such as sectoral industrial and regional performance, capital market structure and access to capital, innovation, technology and the environment.

DEPOSIT-TAKING INSTITUTIONS POLICY

College Park
10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)326-9210
Fax (416)327-0941
8:30 - 5:30

Deposit-Taking Institutions Policy undertakes research, policy analysis and development on matters concerning banks, loan and trust corporations, credit unions and caisses populaires, and mortgage brokers.

INDUSTRIAL SECTORS POLICY

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0900
8:30 - 5:30

Industrial Sectors Policy undertakes policy research and analysis and provides policy advice on issues related to industries, and business climate and regulation, including the environment.

INSURANCE AND COOPERATIVES POLICY

College Park
10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)326-9210
Fax (416)327-0941
8:30 - 5:30

Insurance and Cooperatives Policy undertakes research, policy analysis and development on insurance (including auto insurance) and cooperative matters.

REGIONAL ECONOMICS AND INNOVATION POLICY

Frost Bldg N
4th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0900
8:30 - 5:30

Regional Economics and Innovation Policy undertakes policy research and analysis and provides policy advice on issues related to regional economics and innovation policy.

SECURITIES POLICY

College Park
10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)889-3792
Fax (416)327-0941
8:30 - 5:30

Securities Policy undertakes regulatory policy analysis and advice on securities issues.

LABOUR AND DEMOGRAPHIC ANALYSIS BRANCH

Frost Bldg N
5th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0802
Fax (416)325-0841
8:30 - 5:00

The Labour and Demographic Analysis Branch conducts research, provides analysis and develops policy options in demographics and labour economics and social policy areas such as: population projections and analysis, job creation, youth and older workers, employment and unemployment, training, education, incomes and compensation, women, collective bargaining, public sector analysis, low income, and employment standards.

MACROECONOMIC ANALYSIS AND POLICY BRANCH

Frost Bldg N
6th Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-0755
Fax (416)325-0796
8:30 - 5:00

The Macroeconomic Analysis and Policy Branch is responsible for analyzing the overall state of Ontario's economy. In particular, it is charged with developing the macroeconomic and revenue forecasts for the province, with monitoring current economic conditions and producing the quarterly Ontario Economic Accounts, and with assessing the macroeconomic impact of both provincial policy and major internal and external economic developments (e.g. changes in interest rates or tax rates).

OFFICE OF THE BUDGET AND TAXATION

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Z2
General Inquiry (416)314-0700
Fax (416)326-0046
9:00 - 5:00

The Office of the **Budget** and **Taxation** acts as the central focus point for the Ontario Budget planning and production processes. The office also formulates policies on taxation, federal-provincial finance, pensions and income security, as well as designing Ontario's tax legislation.

CORPORATE AND COMMODITY TAXATION BRANCH

Frost Bldg N
2nd Flr, 95 Grosvenor St
Toronto M7A 1Z1
General Inquiry (416)325-2637
Fax (416)314-8635
8:30 - 5:30

The Corporate and Commodity Taxation Branch provides advice and assistance to the Minister of Finance and the government in formulating corporate, sales and commodity tax policy and ensures that tax legislation and regulations effectively express the province's tax policies. Input is also provided into the Ontario Budget and various other major economic/fiscal government documents. In addition, the branch identifies opportunities to improve existing legislation and regulation,

supports the Minister in the legislature during the passage of legislation and provides advice on requests for remission orders and Orders in Council for corporate, sales and commodity taxes.

PENSION AND INCOME SECURITY POLICY BRANCH

Frost Bldg S
4th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0133
Fax (416)327-0160
8:30 - 5:00

The **Pension** and Income Security Policy Branch contributes to the formulation of Ontario's overall income security and pension policy. Income security policy includes changes to income security programs such as child benefits, CPP, Ontario Child Care Supplement for Working Families, Ontario Guaranteed Annual Income System (GAINS) for **seniors**, social assistance, disability compensation and the interaction of income security programs with the tax system. Public sector pension policy involves the financial aspects of issues related to teachers, public service and broader public sector (OMERS, Hydro, HOOPP, CAAT) employment pension plans and changes to Workplace Safety and Insurance Board benefits. The branch is also responsible for the legislative framework of Ontario's pension system and provides policy advice to the Minister regarding reforms and initiatives for the legislation applicable to employee-sponsored pension plans.

PERSONAL INCOME TAXATION AND FISCAL ARRANGEMENTS BRANCH

Frost Bldg S
5th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0230
Fax (416)327-0260
8:30 - 5:30

The Personal Income Taxation and Fiscal Arrangements Branch provides advice and assistance to the Minister of Finance and the government in formulating personal income tax and employer health tax policy and ensures that tax legislation and regulations effectively express the province's tax policies. In addition, the branch makes recommendations to advance Ontario's interest in areas of federal-provincial finance, including Canada Health and Social Transfer, fiscal equalization and federal-provincial cost-shared programs review. Input is also provided into the Ontario budget and various other major economic/fiscal government documents.

ONTARIO ELECTRICITY RESTRUCTURING SECRETARIAT

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)889-4683
8:30 - 5:00

The Ontario **Electricity** Restructuring Secretariat is responsible for the overall policy development, coordination and implementation of the Ministry of Finance's activities related to the financial restructuring of Ontario's electricity industry. This requires a multi-divisional effort involving the Office of Economic Policy, the Office of the Budget and Taxation, Fiscal and Financial Policy Division, the Ontario Financing Authority, the Office of Legal Services, Tax Revenue Division and the Ontario SuperBuild Corporation.

PROVINCIAL LOCAL FINANCE SECRETARIAT

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)326-9210
Fax (416)325-7644
8:30 - 5:00

The Provincial Local Finance Secretariat is responsible for policy analysis and development, legislation and operational initiatives that support Local Services Realignment and Property Tax reform. The Secretariat also monitors, and proposes options to enhance the fiscal and financial relationship between the Province and municipalities.

PROPERTY TAX POLICY BRANCH

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)314-7670
8:30 - 5:00

The **Property Tax** Policy Branch is responsible for the development of policies relating to property assessment and property taxation in Ontario (including municipal taxes, education taxes and provincial land taxes). The branch is also responsible for the design and interpretation of property tax legislation and regulations (including the Assessment Act, the property tax provisions of the Municipal Act and Education Act and the Provincial Land Tax Act).

PROVINCIAL LOCAL FUNDING UNIT

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)326-9210
Fax (416)314-3853
8:00 - 5:00

The Provincial Local Funding Unit provides corporate coordination of the Local Service Realignment (LSR) initiative including the Community Reinvestment Fund (CRF). The unit performs financial analysis of the municipal and provincial changes resulting from LSR and provides analysis on initiatives that impact local finance and funding.

STAKEHOLDERS RELATIONS UNIT

10th Flr, 777 Bay St
Toronto M5G 2C8
General Inquiry (416)325-8796
Fax (416)314-7670
8:30 - 5:00

The Stakeholder Relations Unit provides support to municipalities and taxpayers in understanding the **property tax** system and provincial local finance arrangements. The unit also works with key ministries to collaborate and develop an integrated approach on initiatives that impact local finances.

TAX REVENUE DIVISION

6th Flr, 33 King St W
Oshawa L1H 8H5
Toll Free General Inquiry 1-800-263-7965
Fax (905)433-6686
8:30 - 5:00

The Tax Revenue Division administers Ontario's tax statutes, tax credits and benefit programs. The integrity of the province's self-assessing system is sustained by encouraging compliance through taxpayer information services and an independent objections review, while discouraging non-compliance and tax evasion through collection activities, audits and investigations. The 11 branches in the division consist of four statute branches, three functional branches and four regional tax offices. Specific statutes administered by the division are included in branch descriptions.

COLLECTIONS AND COMPLIANCE BRANCH

6th Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6677
Toll Free 1-800-263-7773
Fax (905)433-6266
8:30 - 5:00

The Collections and Compliance Branch is responsible for the recovery of past-due tax payments and returns for tax statutes administered by the Tax Revenue Division.

CORPORATIONS TAX BRANCH

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6500
Fax (905)433-6998
8:30 - 5:00

The **Corporations** Tax Branch administers the Corporations Tax Act, which deals with the corporations income tax (based on taxable income) and capital tax (based on taxable paid-up capital). The branch also handles consents to revive or surrender charters or to dissolve a corporation voluntarily. Income tax and premium tax on **insurance** companies (based on taxable insurance premiums) is also a branch responsibility. In addition, the Corporations Tax Branch administers the **Mining** Tax Act. Mining taxes are based on profits generated from producing mines in Ontario in accordance with the Act. The branch also administers the payments in lieu (PILs) of taxes under the Electricity Act.

Services offered to the Public:
Corporations Tax

DESK AUDIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6539
8:30 - 5:00

The Desk **Audit** section processes tax adjustments and performs audits based on submitted information.

FIELD AUDIT OFFICES

Bell Bldg
4th Flr, 55 Athol St
Oshawa L1H 1J8
General Inquiry (905)433-6515
8:30 - 5:00

The Corporations Tax Branch maintains a Field Audit office in Oshawa.

FIELD AUDIT - OSHAWA
Bell Bldg
4th Flr, 55 Athol St
Oshawa L1H 1J8
General Inquiry (905)433-6515
(416)920-9048 (Toronto)
Toll Free 1-800-262-0784
Fax (905)433-5283
Fax (905)440-4157
8:30 - 5:00

ACCOUNTING OPERATIONS UNIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6708
(416)920-9048x3036 (Toronto)
Toll Free 1-800-262-0784
Fax (905)433-5197
8:30 - 5:00

The Accounting Operations Unit resolves queries and issues relating to amounts paid on account, interest charges and penalties assessed or reassessed.

RETURNS PROCESSING CENTRE

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
(905)436-4440 (D-File Returns)
(905)433-6700 (Paper Returns)
Fax (905)433-5287
8:30 - 5:00

The Returns Processing Centre receives and processes all corporate tax returns filed with the **Corporations** Tax Branch.

SPECIALITY ASSESSMENTS UNIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-5450
Fax (905)433-6137
8:30 - 5:00

The Speciality **Assessment**s Unit reviews and **audit**s all tax credits claimed on corporate tax returns.

TAXROLL SERVICES UNIT

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H6
General Inquiry (905)433-6666
Fax (905)433-5418
8:30 - 5:00

The Taxroll Services Unit resolves issues relating to a corporation's liability to file a tax return, legal entity status, corporate registrations, corporate revivals, consents to dissolve and address changes.

TAX ADVISORY

4th Flr, 33 King St W
PO Box 622
Oshawa L1H 8H8
General Inquiry (905)433-6513
Fax (905)433-6747
www.gov.on.ca/FIN
8:30 - 5:00

The Tax Advisory section provides advance rulings and legislative interpretations on the acts administered by the branch.

INCOME TAX RELATED PROGRAMS BRANCH

33 King St W
PO Box 624
Oshawa L1H 8H8
TTY 1-800-263-7776
Toll Free 1-800-263-7965
Toll Free French 1-800-668-5821
Fax (905)436-4471
8:30 - 5:00

The Income Tax Related Programs (ITRP) Branch administers the Employer Health Tax Act and the following Programs: Guaranteed Annual Income System, Ontario Tax Reduction, **Property Tax** Credit, Sales Tax Credit, **Political** Contribution Tax Credit, Ontario Home Ownership Savings Plan, Cooperative Education Tax Credit, Graduate Transitions Tax Credit, Equity in Education Tax Credit, **Child Care** Tax Credit, **Workplace** Child Care Tax Credit, Workplace Accessibility Tax Credit, Ontario Child Care Supplement for Working Families, Ontario Opportunities Fund and Community Small Business Investment Fund programs.

Services offered to the Public:
Co-op Education Tax Credit
Community Small Business Investment Funds
Employee Ownership Labour Sponsored Venture Capital Corporation
Employer Health Tax
Employer Health Tax for Self-Employed Individuals
Equity in Education Tax Credit
Guaranteed Annual Income System
Labour Sponsored Investment Funds
Ontario Child Care Supplement for Working Families Program
Ontario Home Ownership Savings Plan
Ontario Investment and Employee Ownership Program

Ontario Opportunities Fund
Ontario Research Employee Stock Option (ORESO) Credit
Ontario Tax Reduction
Political Contribution Tax Credit
Property and Sales Tax Credits

AUDIT

33 King St W
PO Box 624
Oshawa L1H 8H8
Toll Free 1-800-265-9005
Fax (905)436-4471
8:30 - 5:00

The **Audit** section performs field and desk audits for the Employer Health Tax program and develops audit strategies for the Ontario Tax Credit programs. It also provides LAN and PC support to the branch.

CENTRALIZED FINANCE AND ADMINISTRATION

33 King St W
PO Box 624
Oshawa L1H 8H5
General Inquiry (905)433-5684
Fax (905)440-4088
8:15 - 5:00

Centralized Finance and Administration provides centralized budgetary planning, financial and administrative function for the Tax Revenue Division branches - ADM's Office, Collections and Compliance, Corporations Tax, Income Tax Related Programs, Motor Fuels and Tobacco Tax, Special Investigations, Tax Appeals, and Regional Tax Offices - London, Mississauga, North York and Ottawa. It also monitors and controls transfer payments for the GAINS and OCCS programs.

OPERATIONS

33 King St W
PO Box 624
Oshawa L1H 8H8
Toll Free 1-800-263-7965
Fax (905)433-6668 (GAINS, OHOSP, OCCS & BIPS)
8:30 - 5:00

The Income Tax Related Programs Branch's Operations section consists of five units: Guaranteed Annual Income System (GAINS), Ontario Home Ownership Savings Plan (OHOSP), Programs and Services, **Business** Investment Plans (BIPS), and the Ontario Child Care Supplement for Working Families program (OCCS). BIPS administers the Community Small Business Investment Funds Act. The Programs and Services section provides operational support to Employer Health Tax (EHT) administration and services to the public through the Oshawa Tax Information Centre.

OSHAWA TAX INFORMATION CENTRE

1st Flr, 33 King St W
PO Box 624
Oshawa L1H 8H8
General Inquiry (905)436-4561
Toll Free 1-800-265-9005
Toll Free French 1-800-265-1193
Fax (905)436-4474
8:30 - 5:00

The Oshawa Tax Information Centre administers both Employer Health Tax and **Retail Sales Tax** compliance services and, in addition, provides information and direction for all programs administered by the Tax Revenue Division. Clients are able to obtain a one-window access to all Ontario tax programs through a common counter.

TAX ADVISORY

33 King St W
Oshawa L1H 8H8
Toll Free 1-800-265-9005
Fax (905)436-4471
8:30 - 5:00

Tax Advisory section provides legislation, program advisory and communication support for the programs administered by the branch.

MOTOR FUELS AND TOBACCO TAX BRANCH

3rd Flr, 33 King St W
Oshawa L1H 8H9
General Inquiry (905)433-6393
Toll Free 1-800-263-7965
Fax (905)436-4511
8:30 - 5:00

The Motor **Fuels** and **Tobacco** Tax Branch administers the **Gasoline** Tax Act (GTA), Fuel Tax Act (FTA), Tobacco Tax Act (TTA), Land Transfer Tax Act, Provincial Land Tax Act, wind-down of the **Succession Duty** Act, tax on gross receipts in organized areas (**Municipal** Act) and collects Gross Revenue Charge and Payments in Lieu of additional municipal and school taxes pursuant to the Electricity Act. Tobacco, gas and fuel taxes are collected by designated collectors and applicable tax refunds are provided. Land Transfer Tax is payable at Land Registry Offices or on unregistered dispositions at the Ministry of Finance. Land Transfer Tax refunds are provided to first time home-buyers, up to $2000, on a newly constructed home purchase. Provincial Land Tax is tax on **property** and gross receipts of telephone and telegraph companies, in unorganized areas.

Services offered to the Public:
Collector Designation - FTA
Collector Designation - GTA
Collector Designation - TTA
Dyer Registration Certificate - FTA
Electricity Act
Exporter's Registration Certificate - FTA
Exporter's Registration Certificate - GTA
Fuel Acquisition Permit - FTA
Fuel Acquisition Permit - Kerosene (FTA)
Fuel Acquisition Permit - Tobacco Curing (FTA)
Fuel Tax

Gasoline Tax
IJT Registration Certificate - GTA
IJT of Middle Distillate Fuel Registration Certificate-FTA
Importer's Registration Certificate - FTA
Importer's Registration Certificate - GTA
International Fuel Tax Agreement (IFTA) Licencing -GTA, FTA
Land Transfer Tax
Ontario Trip Registration Certificate - Single Trip Permit (FTA)
Propane Exemption Certificate - GTA
Provincial Land Tax
Registration Certificate - TTA
Succession Duty
Tobacco Tax
Transit Permit for Bulk Tobacco Products - TTA
Unmarked Cigarette Dealer's Permit - TTA
Wholesale Dealer's Permit (Tobacco) - TTA

RETAIL SALES TAX BRANCH

3rd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6170
Fax 1-877-482-9329 (Tax)
Fax (905)433-5433 (Director)
8:30 - 5:00

The **Retail Sales Tax** Branch administers the Retail Sales Tax Act, the Race Tracks Tax Act and the Debt Retirement Charge Program. Retail Sales Tax (RST) is a consumption tax and is payable on the purchase of taxable goods, taxable services, admission prices and insurance premiums. **Vendor**s are required to collect RST from purchasers at the time of sale and remit it to the ministry. The branch supports four regional tax offices in North York, Mississauga, London and Ottawa, as well as field offices located in Brantford, Durham, Hamilton, Kitchener, North Bay, Oshawa, Thunder Bay and Windsor. These offices issue Vendor **Permit**s and provide a variety of services to taxpayers and their representatives to assist them in understanding and complying with the law. Information is provided through correspondence, field visits, sales tax guides, bulletins, seminars and lectures. Refunds and rebates to various claimants are also verified and processed in accordance with the law.

Services offered to the Public:
Debt Retirement Charge Program
Propane/Alternative Fuels Program
Rebate for Vehicles to Transport a Person with a Permanent Physical Disability
Refunds
Tax for Fuel Conservation
Used Vehicle Information Program

AUDIT CONTROL AND ANALYSIS

3rd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6170
8:30 - 5:00

Audit Control and Analysis is responsible for centralized budgetary planning, gathering audit related data, establishing and monitoring performance benchmarks. Customized and standardized

management reports are provided to support regional tax office activities. The unit also leads the development of audit related software, supports technical programs and provides technical guidance on the procurement of hardware for the field audit staff.

DEBT RETIREMENT CHARGE PROGRAM

3rd Flr, 33 King St W
Oshawa L1H 8H5
Toll Free 1-866-728-8804
Fax (905)433-5131
8:30 - 5:00

The Debt Retirement Charge (DRC) is a charge payable on electricity consumed in Ontario. It became effective on May 1, 2002, the opening of the competitive energy market. All revenues collected will be directed to the Ontario Electricity Financial Corporation to pay down the residual stranded debt of the former Ontario Hydro.

DURHAM FIELD AUDIT

4th Flr, 55 Athol St
Oshawa L1N 9B2
General Inquiry (905)440-4234
Toll Free 1-800-263-7965
Fax (905)440-4242
8:30 - 5:00

The Audit Section performs field audits for the Retail Sales Tax Act. It also verifies and processes refunds and rebates to claimants.

RETAIL SALES TAX FIELD OFFICE

DURHAM FIELD OFFICE
2nd Flr, 1600 Champlain Ave
Whitby L1N 9B2
General Inquiry (905)432-3332
Toll Free 1-800-668-5810 (Refunds)
Fax (905)435-3535
Fax (905)435-3543 (Refunds)
8:30 - 5:00

SERVICES AND REVENUE CONTROL

3rd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6170
Fax (905)433-5189 (Centralized Programs)
8:30 - 5:00

The Services and Revenue Control Section sets operational policy direction for retail sales tax administration and new service initiatives in order to support field office and regional tax office activities. The Section also develops business requirements for initiatives with systems impacts. The Centralized Programs Unit administers both the Used Vehicle Information Program (UVIP) and the Race Track Tax Act, monitors non-resident contractors and investigates private sales.

TAX ADVISORY

3rd Flr, 33 King St W
Oshawa L1H 8H5
General Inquiry (905)433-6170
Fax (905)433-5254
8:15 - 5:00

The Tax Advisory Section is responsible for the application of the legislation contained within the Retail Sales Tax Act and the Race Tracks Tax Act. The section provides written and verbal interpretations, researches and analyses tax issues and conducts technical training. In addition, the section disseminates tax information through sales tax guides, bulletins, the Minister web site, the TAX FAX service and information seminars, including the joint PST GST/HST sessions.

SPECIAL INVESTIGATIONS BRANCH

3rd Flr N, 55 Athol St E
Oshawa L1H 8H5
General Inquiry (905)433-6900
Fax (905)436-4493
8:00 - 5:00

The Special Investigations Branch is responsible for the **enforcement** of 14 statutes administered by the Tax Revenue Division. It investigates cases of tax evasion, **fraud**ulent grant and tax credit **claims**, and other serious tax **offences**. It recommends **prosecution** in cases where sufficient evidence is available to support such action.

Services offered to the Public:
Tax Enforcement

TAX APPEALS BRANCH

3rd Flr, 1600 Champlain Ave
Whitby L1N 9B2
Toll Free 1-800-461-2637 (Tax Appeals Branch - Ontario Only)
Toll Free 1-800-263-7965 (Ministry Information Centre - Canada/U.S.)
TTY Toll Free 1-800-263-7776 (Ministry Information Centre - Ontario Only)
Toll Free French 1-800-668-5821 (Ministry Information Centre - Canada/U.S.)
Fax (905)435-2000
8:30 - 5:00

The Tax **Appeal**s Branch processes objections and appeals filed under the following statutes administered by the ministry: the **Corporations** Tax Act, the **Mining** Tax Act, the Fuel Tax Act, the **Gasoline** Tax Act, the **Land** Transfer Tax Act, the **Retail Sales Tax** Act, the **Tobacco** Tax Act, the Ontario Guaranteed Annual Income Act, the Race Tracks Tax Act, the Ontario Home Ownership Savings Plan Act, the Electricity Act, 1998, the Employer **Health** Tax Act, the **Municipal** Act, the Community Small Business **Investment** Funds Act and the Income Tax Act (Ontario). General information and forms may be obtained by calling our Ministry Information Centre.

Services offered to the Public:
Objections and Appeals

TAX OFFICES

33 King St W
Oshawa L1H 8H5

The Tax Offices deliver Ontario's key tax programs - Corporate Tax, **Retail Sales Tax** and Employer Health Tax, through a "one window" tax office. The Tax Offices provide **audit**, collection, and counter services to taxpayers in their respective areas. All offices are open Monday to Friday, 8:30 a.m. to 5:00 p.m. and are wheelchair accessible.

LONDON REGIONAL TAX OFFICE
Suite 400, 130 Dufferin Ave
London N6A 6G8
General Inquiry (519)433-3901
Toll Free 1-800-265-1540
Fax (519)661-6618
8:30 - 5:00

KITCHENER DISTRICT TAX OFFICE
9th Flr, 305 King St W
Kitchener N2G 1B9
General Inquiry (519)576-8400
Toll Free 1-800-265-2303
Fax (519)571-6100
8:30 - 5:00

WINDSOR DISTRICT TAX OFFICE
Unit 103, 215 Eugenie St W
Windsor N8X 2X7
General Inquiry (519)250-0066
Toll Free 1-800-465-4021
Toll Free French 1-800-465-7027
Fax (519)972-2950
8:30 - 5:00

MISSISSAUGA REGIONAL TAX OFFICE
Suite 200, 77 City Centre Dr
Mississauga L5B 1M5
(905)273-9490 (Employer Health Tax & Retail Sales Tax)
Toll Free 1-800-265-9969 (Employer Health Tax & Retail Sales Tax)
Fax (905)949-7700 (Audit)
Fax (905)949-3389 (Services)
Fax (905)306-3016 (Collections)
Fax (905)615-5860 (Director)
8:30 - 5:00

BRANTFORD DISTRICT OFFICE
213 King George Rd
Brantford N3R 6S8
General Inquiry (519)754-4849
Toll Free 1-800-461-3806
Fax (519)758-2239
8:30 - 5:00

HAMILTON DISTRICT OFFICE
Ellen Fairclough Bldg
15th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7504
Toll Free 1-800-263-9229
Fax (905)521-7868
8:30 - 5:00

NORTH YORK REGIONAL TAX OFFICE
2nd Flr, 5 Park Home Ave
North York M2N 6W8
(416)222-3226 (Retail Sales Tax)
(416)222-6246 (Employer Health Tax)
Toll Free 1-888-565-6433 (Employer Health Tax)
Toll Free French 1-888-612-6509 (Employer Health Tax)
Fax (416)218-3738
Fax (416)218-3276 (Director)
8:30 - 5:00

ETOBICOKE SUB-OFFICE
Bldg A
185 Judson St
Etobicoke M8Z 1A5
General Inquiry (416)314-5756

SCARBOROUGH SUB-OFFICE
Suite 415, 1200 Markham Rd
Scarborough M1H 3C3
General Inquiry (416)314-5233

OTTAWA REGIONAL TAX OFFICE
Suite 300, 1400 Blair Pl
Gloucester K1J 9B8
General Inquiry (613)746-9200
Toll Free 1-800-461-4909
Toll Free French 1-800-461-4909
Fax (613)842-3593
8:30 - 5:00

NORTH BAY TAX OFFICE
Suite 102, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)474-4900
Fax (705)495-3805
Toll Free Fax 1-800-461-1564
8:30 - 5:00

SUDBURY TAX OFFICE
Provincial Bldg
Suite 102, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-6118
Fax (705)564-4499

THUNDER BAY DISTRICT OFFICE
1st & 3rd Flr, 130 South Syndicate Ave
Thunder Bay P7E 1C7
General Inquiry (807)625-5840
Toll Free 1-800-465-6699
Fax (807)625-5848
8:30 - 5:00

AGENCIES, BOARDS AND COMMISSIONS

DEPOSIT INSURANCE CORPORATION OF ONTARIO

Suite 700, 4711 Yonge St
Toronto M2N 6K8
(416)325-9444 (Bilingual Inquiries)
Toll Free 1-800-268-6653 (Bilingual Inquiries)
Fax (416)325-9722
www.DICO.com
8:45 - 4:30

The Deposit **Insurance** Corporation of Ontario was established in 1976 by the **Credit Unions** and **Caisses Populaires** Act. Its mission is "to protect depositors" of Ontario credit unions and caisses populaires. DICO is administered by a board of directors appointed by the government, and is accountable to the Provincial Legislature through the Minister of Finance. It provides deposit insurance for individual depositors to a current limit of $100,000. Under the Credit Unions and Caisses Populaires Act, 1994 S.O., the Corporation's responsibilities include: providing deposit insurance, acting as the stabilization authority for the system, minimizing deposit insurance **claims**, promoting standards of sound business practices, collecting and publishing statistics, providing financial assistance to units under administration, acting as administrator of member institutions.

FINANCIAL SERVICES COMMISSION

17th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
(416)590-7000 (CEO/Superintendent's Office)
TTY (416)590-7108
Toll Free 1-800-668-0128x7000 (CEO/Superintendent's Office)
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
Fax (416)590-7078 (CEO/Superintendent's Office)
www.fsco.gov.on.ca
8:00 - 5:00

The **Financial** Services Commission of Ontario (FSCO) was created on July 1, 1998, as an arm's length agency of the Ministry of Finance. As an integrated regulator, FSCO merges Ontario's regulatory activities governing pensions, insurance, loan and trust companies, credit unions, caisses populaires, co-operatives and mortgage brokers, into one body. FSCO's mandate is to enhance

consumer confidence and public trust in the regulated sectors; and also to make recommendations to the Minister on matters affecting the regulated sectors.

AUTOMOBILE INSURANCE DIVISION

15th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00

The Automobile Insurance Division regulates most aspects of the automobile insurance industry. The regulatory authority is found in the various sections of the Insurance Act and the Compulsory Automobile Insurance Act and the Motor Vehicle Accident Claims Act. The division's primary private sector client base includes consumers of automobile insurance, claimants of automobile insurance benefits, insurance companies and industry associations. The division is comprised of four sections: Rates and Classifications; Actuarial Services, Automobile Insurance Policy, and the Motor Vehicle Accident Claims Fund.

ACTUARIAL SERVICES

5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
8:00 - 5:00

The Actuarial Services Unit is responsible for all actuarial matters involving the approval of **insurance** rates (premiums) for automobile insurance and the pre-paid health plans, the review of the actuarial reserves on annual financial statements, the valuation of the **Motor Vehicle** Accident **Claims** Fund, the approval of industry **statistics** captured under the Automobile Statistical Plan, the Ontario Statutory Accident Benefits Plan and the Commercial Liability Statistical Plans, the review of **licence** applications, mergers and amalgamations; as well as providing actuarial support to other branches within the Commission.

AUTOMOBILE INSURANCE POLICY UNIT

5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7265
www.fsco.gov.on.ca
8:00 - 5:00

The Automobile **Insurance** Policy Unit monitors and evaluates the operation of the Statutory Accident Benefits Schedule of the Insurance Act, and accident benefits utilization trends in the automobile insurance system in Ontario, through regular consultation with the insurance industry and other branches within the commission. The unit also supports the work of the Minister's Committee on the Designated **Assessment** Centre System in developing a system of centres which provide claimants and insurers with fair, impartial and cost-effective evaluations of claimants' entitlement to accident benefits on a timely basis. The unit is responsible for policy research and policy development pertaining to the regulation of Automobile Insurance in Ontario.

MOTOR VEHICLE ACCIDENT CLAIMS FUND

16th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-1422 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-268-7188 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7076
www.fsco.gov.on.ca
8:00 - 5:00

The **Motor Vehicle Accident Claims** Fund (**MVACF**) provides **compensation** to people injured in auto accidents when no automobile **insurance** exists to respond to the claim. In cases of damage to **property**, not otherwise insured against vehicle impact (e.g., hydro and telephone poles or self-insured municipal property), both the owner and **driver** of the uninsured vehicle must be identified. In cases where it is legally permissible, the Fund attempts to recover from the uninsured motorist the monies paid out on their behalf.

RATES AND CLASSIFICATIONS

5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00

Rates and **Classification**s approves/authorizes automobile **insurance** rates (premiums) and risk classifications of companies underwriting automobile insurance in Ontario. It ensures that insurance companies comply with the Insurance Act with respect to the rates being just and reasonable, not excessive, so as not to impair the solvency of the company. The risk classification systems must be predictive of risk and distinguish fairly between risks. It reviews changes to Facility Association's Plan of Operation and publication to ensure information is appropriately communicated to insurers and brokers to ensure fairness in how automobile insurance is provided through the insurers of last resort; reviews the automobile insurance underwriting rule of filings of insurance companies to ensure rules are predictive of risk, not subjective, not arbitrary or contrary to public policy. Automobile insurance forms are reviewed to ensure information provided is understandable to the consumer.

CORPORATE POLICY AND PUBLIC AFFAIRS BRANCH, DIRECTOR'S OFFICE

17th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)590-7230 (Media Line)
(416)590-7298 (Publications Request Line)
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0123 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fsco.gov.on.ca.
8:00 - 5:00

The Corporate Policy and Public Affairs Branch consists of three units: Corporate Initiatives, Stakeholder Relations and Public Affairs. The branch's main functions are: corporate policy and research development, stakeholder relations, cross-jurisdictional and cross-sectoral harmonization and coordination projects, media relations, issues coordination, press releases, special events planning, speech writing, publications, industry bulletins, and special projects. The Secretariats of the Canadian Association of Pension Supervisory Authorities (CAPSA) and the Canadian Council of Insurance Regulators (CCIR), as well as the Project Office of the Joint Forum of Financial Market Regulators, are also located within the branch.

CORPORATE SERVICES BRANCH

16th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
Fax (416)590-7272
www.fsco.gov.on.ca
8:00 - 5:00

Corporate Services is responsible for the Commission's administrative, business planning, financial, human resources and information technology services.

LEGAL SERVICES BRANCH

17th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)590-7148
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00

Legal Services Branch provides the Financial Services Commission with legal opinions and advice, assistance in policy development, staff training and prepares and drafts agreements, regulations and legislation. Legal Services represents the Superintendent in the courts and at various administrative proceedings before the Financial Services Tribunal. The branch provides legal services to the Motor Vehicle Accident Claims Fund in proceedings involving uninsured or unidentified drivers.

Services offered to the Public:
Investigations

LICENSING AND COMPLIANCE DIVISION

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-9209 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-263-0541 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-7070
www.fsco.gov.on.ca
8:00 - 5:00 ♿

The **Licensing** and Compliance Division is responsible for licensing of financial **institution**s and intermediaries doing business in Ontario: **insurance** companies; **credit unions**, caisse populaires; **loan** and **trust companies**; **cooperatives**; life insurance agents; insurance corporate agencies; insurance adjusters and mortgage brokers. The division also monitors solvency of financial institutions incorporated in Ontario. The division administers and enforces the Insurance Act, Credit Unions and **Caisses Populaires** Act, the Co-operatives Corporations Act, the Loan and Trust Corporations Act, and Mortgage Brokers Act. The division is also responsible for compliance audits and reviews such as agent compliance with continuing education requirements; insurance company compliance with market conduct requirements.

OMBUDSMAN/DISPUTE RESOLUTION DIVISION

15th Flr, 5160 Yonge St
North York M2N 6L9
(416)590-7210 (Mediation Hotline)
(416)250-6714 (24 Hour Info Line)
(416)590-7202 (Arbitration Hotline)
Toll Free 1-800-517-2332 (24 Hour Info Line)
Fax (416)590-7077 (Mediation and Appeals)
Fax (416)590-8462 (Arbitration)
www.fsco.gov.on.ca
8:00 - 5:00 ♿

The Ombudsman/Dispute Resolution Division provides complaint handling and dispute resolution services for the Financial Services Commission of Ontario (FSCO). The Division has two branches: Ombudsman Services Branch and Dispute Resolution Services Branch.

DISPUTE RESOLUTION SERVICES BRANCH

14th Flr, 5160 Yonge St
North York M2N 6L9
(416)590-7202 (Hotline)
Fax (416)590-8462
www.fsco.gov.on.ca
8:00 - 5:00 ♿

Dispute Resolution Services (DRS) provides **mediation**, **arbitration** and **appeal** services that deal with disputes between **insurance** companies and claimants over entitlement to, or the amount of statutory **accident** benefits under an automobile insurance policy. In Ontario, mediation through FSCO's DRS is a mandatory first step for disputes over accident benefits. The mediator will facilitate discussions with the parties to help them resolve their dispute, but will not make a decision for the parties. If mediation is unable to resolve the dispute, the claimant has these options: file for arbitration at FSCO, pursue private arbitration or go to court. An arbitration is a formal hearing where the arbitrator issues a written decision. After arbitration, either party may appeal a decision on issues of law to FSCO's Director of Arbitrations. Parties may also apply to have an appeal or

arbitration order varied or revoked based on a material change in the insured person's circumstances.

OMBUDSMAN SERVICES BRANCH (INSURANCE OMBUDSMAN)

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-6750 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)590-8480
www.fsco.gov.on.ca
8:00 - 5:00

The **Ombudsman** Services Branch provides a range of market conduct activities including inquiries, industry best practices, industry/company standards and investigation of **complaint**s about **insurance** companies, agents and adjusters. The Ombudsman Services Branch oversees the insurance Industry First Response System and offers a "single window" for receiving and tracking complaints about all the entities of FSCO (Financial Services Commission of Ontario) regulated sectors.

PENSION DIVISION

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)226-7776 (Calls Accepted From Within Canada)
(416)226-7778 (Information Tape - CPP, OAS, Public Service Pension Board)
Fax (416)226-7750 (Tribunal)
Fax (416)226-7777 (Pension Plans Branch)
www.fsco.gov.on.ca
8:00 - 5:00

The **Pension** Division is made up of the Office of the Deputy Superintendent of Pensions; the Pension Plans Branch, the Actuarial Consulting Unit and the Pension Policy Unit. The mandate of the Pension Division is to support the Deputy Superintendent of Pensions and the Superintendent and CEO of Financial Services in administering the Pension Benefits Act (the "Act") and the regulations made under the Act (the "Regulations"). The division develops regulatory policies in support of the Act and Regulations, processes applications made under the Act, ensures that registered pension plans comply with the Act and Regulations and takes enforcement action where required.

FINANCIAL HARDSHIP UNLOCKING SECTION

4th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
General Inquiry (416)250-7250
(416)226-7889 ("Q" Line)
TTY (416)590-7108
Toll Free 1-800-668-0128x7889
TTY Toll Free 1-800-387-0584
Fax (416)226-7880
www.fsco.gov.on.ca
8:00 - 5:00

The mandate of the Financial Hardship Unlocking Section is to receive, prepare and process applications concerning an individual's access to locked in retirement accounts due to financial hardship for the approval of the Superintendent of Financial Services.

REGISTRAR'S OFFICE/FINANCIAL SERVICES TRIBUNAL

14th Flr, 5160 Yonge St
PO Box 85
North York M2N 6L9
(416)250-7250 (24 Hour Info Line)
TTY (416)590-7108
Toll Free 1-800-668-0128 (24 Hour Info Line)
TTY Toll Free 1-800-387-0584
Fax (416)226-7750
www.fsco.gov.on.ca
8:30 - 4:30

The Financial Services Tribunal is a separate adjudicative body of nine to fifteen members whose Chair and two Vice-Chairs are also those of the Financial Services Commission of Ontario. All the members of the Financial Services Tribunal have expertise in the regulated sectors and are appointed by the Lieutenant Governor in Council for periods not exceeding three years. The Financial Services Tribunal will hear all **appeal**s or reviews of a proposed or intended decision of the Superintendent of Financial Services at the request of one of the affected parties.

ONTARIO ELECTRICITY FINANCIAL CORPORATION

Suite 1400, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8000
Fax (416)325-8005
www.oefc.on.ca
8:30 - 5:00

Ontario Electricity Financial Corporation was established by the Electricity Act, 1998 as legal continuation of former Ontario Hydro. OEFC is an agency of the Province of Ontario, is responsible for servicing and retiring Ontario Hydro's provincially guaranteed debt and managing other liabilities. It relies on a series of revenue streams generated from the electricity sector to extinguish its obligations. Ontario Financing Authority, an agency of the Province of Ontario provides various services to OEFC: arranging, coordinating and managing borrowing, investment of funds and financial risk management, cash management, banking and accounting services.

ONTARIO FINANCING AUTHORITY

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8000
Fax (416)325-8005
www.ofina.on.ca
8:30 - 5:00

The Ontario Financing Authority is an agency of the Province of Ontario, created under the Capital **Investment** Plan Act, 1993, reporting to the Minister of Finance through the chair of the board of directors. The Ontario Financing Authority is responsible for arranging, coordinating and managing the borrowing; investment of funds and financial risk management activities on behalf of the province, its Crown corporations and other public bodies. It also provides centralized cash and liability management services for the province, its Crown corporations and other public bodies; facilitates the development of financing investment in capital infrastructure; and operates the Province of Ontario Savings Office (POSO) as agent for the Minister of Finance. OFA is comprised

of five divisions: Capital Markets, Risk Control, Capital Markets Treasury, Corporate Finance and Province of Ontario Savings Office.

CAPITAL MARKETS DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-5890
Fax (416)325-8111
8:00 - 5:00

The Capital Markets Division, including Investor Relations, is responsible for all capital market activities on behalf of the province. It develops and executes financing strategies; manages the province's financial assets; invests funds for the province and other government entities and determines and carries out debt management strategies.

CAPITAL MARKETS TREASURY DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8083
(416)325-8089 (Banking)
(416)325-9814 (Cash Management)
(416)325-6530 (Accounting & Settlement)
Fax (416)325-8118
8:00 - 5:00

The Capital Markets Treasury Division is responsible for cash management, banking services and relations with the banking community, settlement and confirmation of capital market transactions and fiscal agency monitoring, accounting for debt and public debt interest, management and financial reporting, and internal controls.

CORPORATE FINANCE DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8102
Fax (416)325-9960
8:30 - 5:00

The Corporate Finance Division is involved with the overall management of provincial credit, specifically with respect to the financing of provincial priorities in the Broader Public Sector. It negotiates and structures financing transactions for specific initiatives and provides advisory services to the province and Crown corporations regarding financing alternatives.

LEGAL BRANCH

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)325-8102
Fax (416)325-8327
8:30 - 5:00

The Legal Branch is responsible for providing legal advice to the Corporation, technical and clerical support to its Board of Directors.

RISK CONTROL DIVISION

14th Flr, 1 Dundas St W
Toronto M7A 1Y7
General Inquiry (416)326-7149
Fax (416)325-8140
8:30 - 5:00

The Risk Control Division is responsible for: risk management policies; information relating to risk exposures, market value and performance measurement of capital market transactions and portfolios; monitoring and forecasting public debt interest cost; credit analysis of counter parties; maintaining Ontario's relationship with the credit rating agencies; and all information technology needed to support the Ontario Financing Authority's business.

PROVINCE OF ONTARIO SAVINGS OFFICE HEAD OFFICE

3rd Flr, 40 King St W
Oshawa L1H 1A4
General Inquiry (905)433-5788
General Inquiry (905)433-5790
Toll Free 1-888-283-8333
Fax (905)433-6519
www.ofina.on.ca/POSO/index.html
8:30 - 5:00

The Province of Ontario **Savings Office** operates twenty-three branches and five agencies in twenty-two communities. The Savings Office provides savings/chequing accounts, Short Term Deposits and Guaranteed **Investment Certificates** to the public. All funds on deposit are guaranteed 100% by the Province of Ontario.

Services offered to the Public:
Province of Ontario Savings Office

SAVINGS OFFICE AGENCIES

ARMSTRONG
111 Queen St
Armstrong P0T 1A0
General Inquiry (807)583-2667
Fax (807)583-2094
10:00 - 5:00

GOGAMA
41 Poupore St
Gogama P0M 1W0
General Inquiry (705)894-2168
Fax (705)894-2571
9:30 - 5:00

KILLARNEY
7 Channel St
Killarney P0M 2A0
General Inquiry (705)287-2653
Fax (705)287-2732
9:00 - 5:00

PICKLE LAKE
6 Koval St S
Pickle Lake P0V 3A0
General Inquiry (807)928-2968
Fax (807)928-2063
10:00 - 4:00

VIRGINIATOWN
42 Connell Ave
Virginiatown P0K 1X0
General Inquiry (705)634-2346
Fax (705)634-2717
10:00 - 5:00

SAVINGS OFFICE LOCATIONS

AYLMER
34-36 Talbot St W
Aylmer N5H 1J7
General Inquiry (519)765-1286
Fax (519)765-1690
8:30 - 5:00

BRANTFORD
171 Colborne St
Brantford N3T 6C9
General Inquiry (519)753-4131
Fax (519)753-7121
8:30 - 5:00

GUELPH
153 Wyndham St N
Guelph N1H 4E9
General Inquiry (519)821-2101
Fax (519)821-2990
8:30 - 5:00

HAMILTON - CENTRE MALL
Centre Mall
1227 Barton St E
Hamilton L8H 2V4
General Inquiry (905)547-6202
Fax (905)547-4748
8:30 - 5:00

HAMILTON-MAIN
Lloyd D Jackson Sq
2 King St W
Hamilton L8P 1A1
General Inquiry (905)528-6391
Fax (905)528-8103
8:30 - 5:00

LONDON
353 Richmond St
London N6A 3C2
General Inquiry (519)432-1197
Fax (519)432-7896
8:30 - 5:00

OTTAWA
171 Sparks St
Ottawa K1P 5B9
General Inquiry (613)239-1469
Fax (613)239-1482
8:30 - 5:00

OWEN SOUND
825 2nd Ave E
Owen Sound N4K 5P3
General Inquiry (519)376-6025
Fax (519)376-1041
8:30 - 5:00

PEMBROKE
40 Pembroke St W
Pembroke K8A 6X3
General Inquiry (613)732-7821
Fax (613)732-3830
8:30 - 5:00

SEAFORTH
49 Main St
Seaforth N0K 1W0
General Inquiry (519)527-0210
Fax (519)527-2512
8:30 - 5:00

ST CATHARINES
106 King St
St Catharines L2R 3H8
General Inquiry (905)688-4661
Fax (905)688-0320
8:30 - 5:00

ST MARYS
134 Queen St
St Marys N4X 1A9
General Inquiry (519)284-2260
Fax (519)284-2622
8:30 - 5:00

SUDBURY
Suite 105, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7373
Fax (705)564-7375
8:30 - 5:00

THUNDER BAY
Suite 102 Podium Level, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7390
Fax (807)343-7388
8:30 - 5:00

WALKERTON
236 Durham St
Walkerton N0G 2V0
General Inquiry (519)881-3321
Fax (519)881-3797
8:30 - 5:00

WINDSOR
545 Ouellette Ave
Windsor N9A 4J3
General Inquiry (519)254-4324
Fax (519)254-6270
8:30 - 5:00

WOODSTOCK
396 Dundas St
Woodstock N4S 1B7
General Inquiry (519)537-8194
Fax (519)537-8844
8:30 - 5:00

TORONTO SAVINGS OFFICES

BAY AND RICHMOND
375 Bay St
Toronto M5H 2V5
General Inquiry (416)363-7282
Fax (416)363-0896
8:30 - 5:00

BROADVIEW
838 Broadview Ave
Toronto M4K 2R1
General Inquiry (416)463-1117
Fax (416)463-7773
8:30 - 5:00

DANFORTH AND WOODBINE
2031 Danforth Ave
Toronto M4C 1J8
General Inquiry (416)698-8320
Fax (416)698-9131
8:30 - 5:00

QUEEN'S PARK
Macdonald Block
Rm M1-40, 900 Bay St
Toronto M7A 2A9
General Inquiry (416)325-8480
Fax (416)325-8487
8:30 - 5:00

ST CLAIR
112 St Clair Ave W
Toronto M4V 2Y3
General Inquiry (416)925-3887
Fax (416)925-3874
8:30 - 5:00

UNIVERSITY AND DUNDAS
439 University Ave
Toronto M5G 1Y8
General Inquiry (416)593-1763
Fax (416)324-4722
8:30 - 5:00

ONTARIO SECURITIES COMMISSION

Suite 1903, 20 Queen St W
PO Box 55
Toronto M5H 3S8
General Inquiry (416)597-0681
Fax (416)593-8241
www.osc.gov.on.ca
8:30 - 5:00

The Ontario **Securities** Commission maintains a list of reporting issuers and **records** filings of insider trading, proxy solicitation material, financial statements and take-over bids for the benefit of investors. It processes **prospectus** offerings of securities and applications for exemption, as well as applications for transfer or release of securities from escrow. The commission registers and investigates **consumer complaints** about **stockbrokers**, their salespersons and **investment** advisers; and commodity futures dealers, their salespersons and advisers. It also investigates complaints about actions by companies affecting the value of securities and answers general questions about commodity futures trading.

ONTARIO SUPERBUILD CORPORATION

Frost Bldg S
6th Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)325-0424
Fax (416)325-8851
www.superbuild.gov.on.ca
8:30 - 5:00

The Ontario **SuperBuild** Corporation, an agency of the Ministry of Finance, is responsible for a $20 billion, five-year initiative designed to build strategic infrastructure for Ontario's future. SuperBuild will improve the province's capital planning and strategic **investment** in infrastructure and will develop innovative investment partnerships with the private and public sectors. SuperBuild reports to the Cabinet Committee on Privatization and SuperBuild and undertakes privatization reviews of government businesses and assets at the request of the Cabinet Commitee.

ACTS

Assessment Act
Capital Investment Plan Act, 1993
Child Care Supplement Information Collection Act, 1998
Commodity Futures Act
Community Small Business Investment Funds Act
Compulsory Automobile Insurance Act
Cooperative Corporations Act
Corporations Tax Act
Credit Unions and Caisses Populaires Act, 1994
Electricity Act, 1998
Employer Health Tax Act
Fair Municipal Finance Act No. 1, 1997
Fair Municipal Finance Act No. 2, 1997
Financial Administration Act
Financial Services Commission of Ontario Act, 1997
Fuel Tax Act
Gasoline Tax Act
Income Tax Act
Insurance Act
Insurance Statute Law Amendment Act, 1993
Land Transfer Tax Act
Loan and Trust Corporations Act
Marine Insurance Act
Mining Tax Act
Ministry of Revenue Act
Ministry of Treasury and Economics Act
Mortgage Brokers Act
Motor Vehicle Accident Claims Act
Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed)
Ontario Guaranteed Annual Income Act
Ontario Home Ownership Savings Plan Act
Ontario Loan Act, 1998
Ontario Property Assessment Corporation Act, 1997
Pension Benefits Act
Prepaid Hospital and Medical Services Act
Province of Ontario Savings Office Act
Provincial Land Tax Act
Race Tracks Act
Registered Insurance Brokers Act
Retail Sales Tax Act
Securities Act
Small Business Development Corporations Act
Small Business and Charities Protection Act, 1998
Social Contract Act, 1993
Statistics Act
Succession Duty Act
Tobacco Tax Act
Toronto Futures Exchange Act, 1983
Toronto Stock Exchange Act
Treasury Board Act, 1991
Unclaimed Intangible Property Act (unproclaimed)

MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4949
Fax (416)325-4980
www.ofa.gov.on.ca
8:30 - 4:45

OFFICE OF FRANCOPHONE AFFAIRS

Mowat Block
4th Flr, 900 Bay St
Toronto M7A 1C2
General Inquiry (416)325-4949
TTY (416)325-0017
Toll Free 1-800-268-7507
Fax (416)325-4980
www.ofa.gov.on.ca
8:30 - 4:45

The Office of **Francophone** Affairs (OFA) is a central agency that serves as the Ontario Government's main source of expertise on matters relating to francophone affairs and **French** language services. The Office provides information on the province's French-speaking population to other levels of government and members of the public. Vision: To ensure that francophones have access to provincial government services in French and that they participate in the social, economic, cultural and political life of the province, while maintaining their cultural and linguistic heritage. Mission: To coordinate the government-wide delivery of French language services in the 23 areas designated under the French Language Services Act. French Web site address is http://www.oaf.gouv.on.ca

Services offered to the Public:
Production of public material in French.

ACTS

French Language Services Act

MINISTRY OF HEALTH AND LONG-TERM CARE

Hepburn Block
10th Flr, 80 Grosvenor St
Toronto M7A 2C4
General Inquiry (416)327-4327
TTY 1-800-387-5559
Toll Free 1-800-268-1153
www.gov.on.ca/health

Ministry of Health and Long-Term Care is responsible for administering the health care system and providing services to the Ontario public through such programs as health insurance, drug benefits, assistive devices, care for the mentally ill, long-term care, home care services, community and public health, health promotion and disease prevention. It also regulates hospitals, nursing homes, long-term care facilities; operates psychiatric hospitals and medical laboratories; and coordinates emergency health services.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS AND INFORMATION BRANCH

Hepburn Block
10th Flr, 80 Grosvenor St
Toronto M7A 1S3
General Inquiry (416)327-4343
TTY 1-800-387-5559
Fax (416)327-8791
www.gov.on.ca/health
8:30 - 5:00

The Communications and Information Branch supports the programs and policies of the ministry through the development of strategic communications plans; production of a variety of information including speeches, statements and news releases; issues management; and media liaison. INFOline, a multilingual call centre, provides information on the programs, services and activities of the ministry; and Client Services responds to in-person and written requests for information.

CLIENT SERVICES
Macdonald Block
1st Flr Rm M1-57, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)327-2831
Fax (416)325-7136
8:30 - 5:00

INFOLINE
1st Bsmt, 80 Grosvenor St
Toronto M7A 1N3
General Inquiry (416)327-4327
TTY 1-800-387-5559
Toll Free 1-800-268-1154
Fax (416)314-8721
8:30 - 5:00

HUMAN SERVICES INFORMATION AND INFORMATION TECHNOLOGY CLUSTER

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289
8:30 - 5:00

The Human Services I&IT Cluster provides information management and information technology solutions that enable and support the business requirements of the Ministry of Community, Family and Children' s Services and the Ministry of Health and Long-Term Care.

BUSINESS SOLUTIONS DIVISION

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-4243
Fax (416)314-0289
8:30 - 5:00

The Business Solutions Division works with program areas in both Cluster ministries to develop, maintain, and support the systems/applications required to deliver business operations. The Business Solutions Division has the following branches: Children's Programs and Corporate Systems I&IT; Community and Social Services Programs I&IT; Regional Operations Support I&IT; Health Care Programs I&IT; Health Services Programs I&IT.

INFORMATION MANAGEMENT AND IT SECURITY

Macdonald-Cartier Bldg
5th Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)547-1890
Fax (613)548-6585
8:30 - 5:00

Information Management and IT Security is responsible for securing/protecting access to ministry information by managing/maintaining the information management and information technology security infrastructure. The branch is also accountable for information architecture and data standards.

PLANNING, FINANCE AND ADMINISTRATION

10th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)326-1473
Fax (416)314-0289
8:30 - 5:00

Planning, Finance and Administration is responsible for the overall controllership and administrative services in the Cluster, including financial management, business, strategic and fiscal planning, and operational policy coordination.

TECHNOLOGY MANAGEMENT

9th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7152
Fax (416)327-4429
Fax (613)548-6693 (Kingston, 5th Flr)
8:30 - 5:00

Technology Management is responsible for managing, maintaining and supporting the technology infrastructure (e.g., mainframes, desktops, servers, network service management, telephony). The branch is also accountable for developing technology architecture criteria, and ensuring common standards and policies including common application systems, network protocols, database management systems and products.

LEGAL SERVICES BRANCH

8th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)327-8606
(613)548-6305 (Kingston Counsel)
Fax (613)548-6650 (Kingston Counsel)
Fax (416)327-8605
8:30 - 5:00

Legal Services Branch provides legal advice and services to the ministry. Such services include providing legal advice and opinions; preparation of the ministry's legislation including regulations; representing the ministry in proceedings of courts, tribunals, coroners' inquests and public inquiries; preparing agreements relating to the provision of health services and participating in or advising the ministry's and government's various committees and task forces.

MEDICAL ADVISORY SECRETARIAT

8th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)314-1431
Fax (416)325-2364
9:00 - 5:00

The mandate of the **Medical** Advisory Secretariat is to advise the Minister of Health and Long-Term Care and senior management, operational divisions and other ministries and governmental agencies on health public policy issues, particularly as they relate to medical services, including cancer services, and the introduction of any new health technologies, including genetic services, new diagnostic services and new treatment modalities. The office fosters collaboration among ministry divisions, branches and programs, other ministries and governments and health provider stakeholders, to develop policies regarding the adoption of new health technologies in Ontario and contains the Health Technology Evaluation and Assessment Program.

NURSING SECRETARIAT

Hepburn Block
56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)327-9689
Fax (416)327-1878
9:00 - 5:00

The mandate of the Nursing Secretariat is to advise the Minister of Health and Long-Term Care and senior management, operational divisions and other ministries and governmental agencies on health and relevant public policy from a nursing perspective; foster collaboration among ministry divisions, branches and programs, other ministries and governments and nursing stakeholders to address nursing issues; support the implementation of the Nursing Task Force recommendations and to support the development of short, medium and long-term strategies to strengthen the nursing profession in Ontario.

CORPORATE SERVICES AND ORGANIZATIONAL DEVELOPMENT DIVISION

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-5318
Fax (416)327-4409

The Corporate Services and Organizational Development Division leads the development and implementation of ministry management, accountability and controllership frameworks to ensure cost-effective/efficient use of ministry resources to achieve business results. The division provides a broad range of strategic and operational services to clients in the ministry that are essential to the effective delivery of ministry programs e.g. business, fiscal and capital planning; audit; supply and financial services; government pharmacy; accommodation; human resources and organizational development; corporate project/change management and business improvement; freedom of information and protection of privacy; submission coordination and Cabinet Office liaison; and public appointments process. The division also provides administrative support to the Ontario Review Board, Consent and Capacity Board, Health Services Appeal and Review Board, and Health Professions Appeal and Review Board.

CORPORATE MANAGEMENT BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-5764
Fax (416)327-4434

The Corporate Management Branch (CMB) provides divisional and corporate coordination, consulting, and project management services to support effective organizational performance and the achievement of the Corporate Services and Organizational Development Division and Ministry goals. The branch consists of four units: Corporate Coordination Office, Business Improvement Office, Freedom of Information and Protection of Privacy Office, and the Divisional Coordination Unit.

BUSINESS IMPROVEMENT OFFICE

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-6424
Fax (416)327-4434
8:30 - 5:00

The Business Improvement Office provides internal management consulting services to clients within the ministry to enhance organizational effectiveness and performance. These services include organizational reviews, process mapping and re-design, planning and facilitating workshops, support of change initiatives and developing service improvement strategies. The office also provides project management services to support ministry implementation of corporate projects.

CORPORATE COORDINATION OFFICE

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8530
Fax (416)327-2714

The Corporate Coordination Office (CCO) manages relationships with central agencies to facilitate government decision-making about ministry business in a timely fashion. The office is responsible for the scheduling and sign off of Cabinet committee items. CCO's function is to ensure the delivery of a well-integrated, value-added coordination service, including the development of outlook reports to plan, track and manage the agenda and activities of the ministry. The office is responsible for coordinating visits from international delegations, and coordinating ministry responses to the Chief Coroner, the Ombudsman and the Environmental Commissioner. CCO includes the Public Appointments Unit (PAU)

PUBLIC APPOINTMENTS UNIT

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8502
Fax (416)327-8496

The Public **Appointment**s Unit (PAU) is responsible for processing, monitoring and administering the ministry's public appointments. The unit monitors terms and expirations; ensures appointments are in compliance with existing legislation; and prepares Orders-in-Council and Ministerial Appointment Letters. The PAU serves as the focal point for queries from the ministry's agencies, boards and commissions, program areas and the public regarding the ministry's appointments process. It also retains resumes and applications from individuals interested in seeking a public appointment.

DIVISIONAL COORDINATION UNIT

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-6606
Fax (416)327-4434

The Divisional Coordination Unit (DCU) provides internal services and support to the Corporate Services and Organizational Development Division such as coordinating divisional operational and financial planning, tracking and reporting; and special projects for the division.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE

5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7040
Fax (416)327-7044
8:30 - 5:00

The Freedom of Information and Protection of Privacy (FIPP) Office coordinates the administration and implementation of the Freedom of Information and Protection of Privacy Act (the Act) within the Ministry of Health and Long Term-Care and many of its affiliated agencies. The office develops policies and procedures for implementing the Act, collects fees in accordance with the regulations, and provides advice and training to staff on the requirements of the Act. The office also liaises with the Office of the Information and Privacy Commissioner/Ontario regarding appeals, inquiries and

investigations and coordinates the responses to those matters with Legal Services Branch and program areas. The FIPP office also works with ministry program areas to ensure that practices for the collection, use, retention, and disclosure of personal information comply with the Act.

HUMAN RESOURCES AND ORGANIZATIONAL DEVELOPMENT BRANCH

7th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7579
Fax (416)327-4482

The Human Resources and Organizational Development Branch (HR/OD) supports the implementation of corporate initiatives and the ministry's core businesses and policy priorities by providing senior management, corporate offices and field staff with comprehensive human resources advice, policy direction, strategic planning and interpretation of collective agreements. HR/OD supports the ministry in achieving its goals through the development of human services systems, processes and communication that support line managers and employees. Human resources consultants, specialists and assistants provide services to clients and employees. These services include the provision of information, advice, support and direction on matters related to Employee Relations, Health and Safety, Staffing/Recruitment, Compensation and Benefits, Workforce and Organizational Design, Staffing and Development and Job Evaluation.

INTERNAL AUDIT SERVICE

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7792
Fax (416)327-7809

The ministry's senior management uses audit services to obtain internal, independent and objective assurances with respect to the effectiveness of the ministry's control framework in mitigating and managing risks which, if not addressed, could impede the ministry's ability to accomplish its objectives. Audit services include risk assessments, control reviews, audits, special assignments and consulting services. The branch maintains quality by identifying best practices and opportunities for improvement in the ministry's control processes. Audit services are provided on a cost recovery basis by the Internal Audit Division of Management Board Secretariat.

CAPITAL SERVICES BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-7073
Fax (416)327-7076

The Capital Services Branch manages the capital planning and funding for the Ministry of Health and Long-Term Care. The unit ensures consistent capital planning and provides technical support and advice for individual capital projects. Capital Services monitors and evaluates capital expenditures to ensure legislative and fiscal accountability in the expenditure of public funds.

FISCAL STRATEGIES BRANCH

Hepburn Block
9th Flr, 80 Grosvenor St
Toronto M7A 2C6
General Inquiry (416)327-8676
Fax (416)314-5919

The Fiscal Strategies Branch is responsible for the coordination of the ministry's business plan and estimates process, the coordination of submissions to Management Board of Cabinet and regular reporting of the ministry's financial status to the central agencies. This branch also provides financial, risk and cost analysis as well as appropriation control, financial monitoring and multi-year forecasting. The Fiscal Strategies Branch advises ministry program managers and ministry senior management on financial business.

HEALTH REFORM IMPLEMENTATION TEAM

Ground Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)326-1049
Fax (416)326-1211
8:30 - 5:00

The Health Reform Implementation Team (HRIT) is responsible for the province-wide coordination and facilitation to implement directives and advice for hospital restructuring and related impacts on the health system. The HRIT is also responsible for leading the adjustments of funding to support hospital program and service changes resulting from restructuring and for managing the government approval processes for restructuring capital projects for hospitals. As well, HRIT leads the implementation of the divestment of provincial psychiatric hospitals.

SUPPLY AND FINANCIAL SERVICES BRANCH

10th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7972
Fax (416)327-7979
8:00 - 4:00

Supply and Financial Services manages the ministry's program payment process, performs financial services and controllership function to ensure the judicious expenditure of public funds, and coordinates the submission of Public Accounts. It also provides a range of planning, advisory and support services to ministry programs including: facilities management; strategic commodity and contracted resource planning; vendor management; service contract management; warehousing and distribution services; records management, and delivery of mail and copy services outside Queen's Park. This branch provides a service management and liaison function relating to financial and administrative services delivered by Shared Services Bureau. It also works with adjudicative boards through a liaison officer to help coordinate ministry administrative support and implement sound business plans and accountability structures.

BRANCH OPERATIONAL SUPPORT SERVICES

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312
8:30 - 5:00

Branch Operational Support Services provides a wide variety of administrative, clerical and data entry services both within the branch and ministry wide. Corporate services include issuing photo

ID (security) cards for ministry staff; Cenmail System (a Centralized Mailing List System for use by the entire ministry) provides both mailing labels/reports of a wide variety of common mailing lists; service management of contracted online electronic reference services.

PROGRAM SUPPORT SERVICES

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6663
Fax (613)548-6514
8:30 - 5:00

Program Support Services provides financial and administrative support services for programs and program payments both within the branch and ministry wide, in Kingston. Support services include: transmission of payments, cheque production and data entry adjustments for MOH program payments as well as control and word processing services in support of the subrogation program. This area also provides general administration, human resources, security, technical, etc. support functions to the branch staff in Kingston.

RECORDS MANAGEMENT

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-8086

The Records Management provides a variety of services to Ministry of Health and Long-Term Care clients to protect the legal, fiscal and administrative interests of the Ontario Government and the public. The Records Analyst enforces recorded information policies and procedures that are consistent with government wide directives and standards such as Archives Act, Directive 7-5 Management of Recorded information, Freedom of Information, Protection of Privacy Act (FIPPA), etc. The Analyst consults with program areas and prepares records schedules and file classifications. The Analyst provides guidance and direction on transferring records to offsite storage through ministry's confidential disposal system. Consultation services are provided on management related issues sueh as program transfers, relocations and closures.

FACILITIES MANAGEMENT SERVICES

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-7312
8:30 - 5:00

Facilities Management Services (FMS) for the Ministry of Health and Long-Term Care, provides assistance to all ministry programs in meeting their accommodation needs across the province. It is also the focal point for strategic accommodation planning for the ministry. FMS services offered include needs analysis, site selection, design coordination including the use of outside design consultants, review of operations and maintenance repair requirements, as well as, coordination of leasing, construction and relocation activities. FMS also provides advisory services to ministry agencies on their space or project needs.

REGIONAL ADMINISTRATION AND SUPPORT SERVICES

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6515
(613)548-7878x2046 (Inserting Room)
TTY (613)548-6371
Fax (613)548-6634
8:00 - 4:30

Regional Administration and Support Services provides a full range of services that include mail and messenger services, large volume mailing capabilities, reproduction and stationery stores and micro-imaging services that include source document filming.

CORPORATE FINANCIAL SERVICES

10th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7972
Fax (416)327-7979

The Corporate Chief Accountant works in conjunction with Fiscal Strategies Branch to ensure the tenets of modern controllership practices and accountability frameworks are adopted and maintained throughout the ministry. The Chief Accountant is also responsible for ensuring best practices are adopted in developing/applying financial policies; quality assurance standards are in place for financial processes within the ministry; leads the transition of the ministry's financial system to a new integrated government wide financial system; provides financial advice/training, analysis, monitoring and reporting systems in conjunction with the Shared Services Bureau and Fiscal Strategies Branch.

SUBROGATION

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
Kingston K7L 5J3
General Inquiry (613)548-6663
Fax (613)548-6763
8:30 - 5:00

The Subrogation unit recovers on behalf of ministry programs, the cost of health care services rendered to a person who has suffered an injury as a result of other's negligence, wrongful act, or omission. Recoveries are made for all past and future insured services rendered under the Health Insurance Act and services or benefits provided under the Long-Term Care Act.

ONTARIO GOVERNMENT PHARMACEUTICAL AND MEDICAL SUPPLY SERVICE

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200

Ontario Government **Pharmaceutical** and Medical Supply Service (OGPMSS) is a central common service of the Government of Ontario. It is responsible for the provision of program related **vaccines**, drugs and related medical supplies to support government ministries and Schedule 1 agencies and facilities. Broader public sector organizations may also take advantage of the services provided. OGPMSS offers an integrated logistic service through product standardization, client evaluations, volume purchasing, centralized customer service, centralized ordering, warehousing

and distribution and consolidated invoicing. OGPMSS also provides customer service support and the warehousing and distribution service for the Ministry of Health and Long-Term Care, and Ministry of Community, Family and Children's Services Forms and Publications.

CUSTOMER SERVICE
1st Flr, 99 Adesso Dr
Concord L4K 3C7
(416)327-8222 (Forms)
(416)327-0837 (OGPMSS)
Fax (416)327-0818 (OGPMSS)
Fax (416)327-0329 (Forms)

WAREHOUSE DISTRIBUTION AND OPERATIONS
1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-0835

STRATEGIC SERVICES AND CONTRACT MANAGEMENT

1st Flr, 99 Adesso Dr
Concord L4K 3C7
General Inquiry (416)327-7200
Fax (416)327-0762

Strategic Services and Contract Management Unit's service delivery objectives are: to advise program areas on unique and complex strategic business decisions general and consulting (fee for service, alternate service delivery, contract management) services and on ministry specific products (vaccines); to manage post contract award service contracts; to achieve, at the least cost, value for money expended; to provide access for the private business sector at large to compete in an uncomplicated, fair and consistent manner; to achieve the effective delivery of strategic services and contract management within the intent of government and ministry policies in support of program area objective by consultation and coordination between functionally oriented departments, clients, field operations and strategic business services providers.

HEALTH CARE PROGRAMS DIVISION

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-2414
Fax (416)314-5914

Health Care Programs Division has responsibility for activities relating to hospitals, **mental health** and long-term care facilities. Other areas of responsibility include, northern health programs, regional planning (District Health Councils), provincial psychiatric hospitals, public health, community health, health promotion, substance abuse and emergency health. It also has the responsibility for the Psychiatric Patient Advocacy Office and French Language Services.

EXECUTIVE DIRECTOR - HEALTH CARE PROGRAMS

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9747
Fax (416)314-6207 (Executive Director)

There are two Executive Director's Offices in Health Care Programs. This office encompasses branches dealing with emergency health, public health, mental health, community health, French language services, the Psychiatric Patient Advocacy Office and District Health Councils.

EXECUTIVE DIRECTOR - HEALTH CARE PROGRAMS

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4544
Fax (416)326-7588 (Executive Director)

There are two Executive Director's offices in Health Care Programs. This office encompasses branches dealing with community care access centre programs and long-term care facilities.

AIDS BUREAU

4th Flr, 5700 Yonge St
North York M2M 4K5
(416)327-8797 (AIDS Bureau Administration)
Toll Free 1-800-268-6066 (AIDS Bureau Administration)
Fax (416)327-9388
8:30 - 5:00

The **AIDS** Bureau provides **funding** to community-based groups; monitors the anonymous HIV **testing** program; provides the secretariat for the Ontario Advisory Committee on HIV/AIDS; provides funding to the Ontario HIV Treatment Network; and liaises with other branches within the Ministry of Health and Long-Term Care on HIV/AIDS issues.

AIDS HOTLINE

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)392-2437 (Toronto Line)
Toll Free 1-800-668-6066
Toll Free French 1-800-267-7432

The **AIDS** Hotline provides information to the public on HIV/AIDS, as well as other Sexually Transmitted **Diseases**.

CCAC BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-3375
Fax (416)314-6207
9:00 - 5:00

The CCAC (Community Care Access Centres) Branch ensures consistent, high quality operational policies and standards for the 43 CCACs, community support services, and attendant outreach services, children's treatment centres and related long-term care services and supports. The CCAC Branch also supports delivery of regional services; coordinates the issue management process to ensure consistent comprehensive responses to the public; provides divisional expertise in monitoring, standards, evaluation and business planning linking to Integrated Policy and Planning for coordinated input into policy formulation; and supports Assistant Deputy Minister and Deputy Minister in relationships with provincial stakeholders.

COMMUNITY HEALTH CENTRE PROGRAM (CHC)

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550

The **Community Health** Centre Program funds 55 CHCs offering services in 28 Ontario communities. CHCs are organizations that offer a range of integrated primary care and health promotion programs with an emphasis on one or more priority groups. A priority group is one that has difficulty gaining access to an appropriate range of primary health services, has a higher burden of ill health or a higher risk of developing health problems. A community health centre's multidisciplinary team may include physicians, nurse practitioners, nurses, health promoters, counsellors, community health workers, nutritionists and chiropodists. All staff, including physicians, are paid by salary. Each community health centre is governed by a community-elected board of directors.

DIABETES PROGRAM

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550
8:00 - 5:00

The objective of the Diabetes Program is to improve access to evidence-based diabetes **education** services for people living with diabetes in Ontario. The long term goal of the initiative is to significantly reduce the major complications (e.g. dialysis, **blind**ness, amputation) resulting from diabetes. The Diabetes Program funds organizations across the province to meet this objective.

Services offered to the Public:
Community Health Centre Program

ONTARIO MIDWIFERY PROGRAM

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7547
Fax (416)327-7550
8:00 - 5:00

The Ontario **Midwifery** Program funds the delivery of midwifery services through local transfer payment agencies like community health centres and hospitals. The goal of the Ontario Midwifery Program is to improve maternal and child health outcomes and provide choice in maternity care through a managed community-based program. The fundamental features of the Ontario model of midwifery care are continuity of care, informed choice and choice of birth place.

EMERGENCY HEALTH SERVICES BRANCH

6th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7900
Toll Free 1-800-461-6431
Fax (416)327-7911
8:30 - 5:00

Emergency Health Services Branch is the strategic manager of the land and air **ambulance** system. It is responsible for ensuring the existence throughout Ontario of a balanced, seamless and

integrated system of ambulance services and communications services used in dispatching ambulances. The branch establishes standards for the provision of ambulance services. It also investigates **complaints** respecting ambulance services.

Services offered to the Public:
Ambulance Services

EMERGENCY HEALTH SERVICES PROVINCIAL FIELD OFFICES

The telephone numbers below should not be used to request an ambulance. Emergency ambulance services should be requested via the emergency phone number listed in local telephone directories.

CENTRAL SOUTH EMERGENCY HEALTH SERVICES FIELD OFFICE
282 Fennell Ave W
LCD1, PO Box 120
Hamilton L8L 7T5
General Inquiry (905)383-6656
Fax (905)383-9030
8:30 - 5:00

EASTERN EMERGENCY HEALTH SERVICES FIELD OFFICE
75 Spring St
PO Box 790
Almonte K0A 1A0
General Inquiry (613)256-3070
Fax (613)256-4318

GTA EMERGENCY HEALTH SERVICES FIELD OFFICE
6th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7815
Fax (416)327-7802

NORTHEAST EMERGENCY HEALTH SERVICES FIELD OFFICE
Suite 101, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4336
Fax (705)564-4484
8:30 - 4:30

NORTHWEST EMERGENCY HEALTH SERVICES FIELD OFFICE
Suite 112, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1290
Fax (807)475-1228

SOUTH WEST EMERGENCY HEALTH SERVICES FIELD OFFICE
3rd Flr, 205 York St
London N6A 1B4
General Inquiry (519)661-1790
Fax (519)661-1755 (Accepts Messages for London Area)

FINANCE AND INFORMATION MANAGEMENT BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-6026
Fax (416)326-9734

The role of the Finance and Information Management Branch for long-term care facilities and agencies, hospitals and mental health services includes the following: providing strategic financial advice and leadership to the division - ensuring financial controllership, analysis and reporting, funding formula management and divisional business planning; developing funding allocations to support provincial health systems plans based on funding formula methodology - ensuring that a comprehensive information management strategy is developed for the division; ongoing development and management of the province's hospital operating plan process.

DIVISIONAL DECISION SUPPORT UNIT

4th Flr, 5700 Yonge St
North York M4M 4K5
General Inquiry (416)327-8273
Fax (416)327-4697

The role of the Divisional Decision Support Unit is to provide coordination of strategic MOHLTC business initiatives; prepare and coordinate policy and cabinet documents; strategic planning (e.g. with respect to health care funding methodologies); deal with issues and briefings and other high profile requests; interaction with external parties and coordination of communication activities with corporate and regional teams.

DIVISIONAL FINANCE

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-5069
Fax (416)326-9734

The role of Divisional Finance is to provide financial support to the Health Care Programs Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively and efficiently.

DIVISIONAL FINANCE - HOSPITALS

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9779
Fax (416)326-9734

The role of the Divisional Finance - Hospitals is to provide financial support to the Health Care Programs Division, with respect to hospitals, as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively relating to the operation of hospitals.

DIVISIONAL FINANCE - LONG-TERM CARE

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-5069
Fax (416)326-9734

The role of Divisional Finance - Long-Term Care is to provide financial support to the Health Care Programs Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively and efficiently relating to the operation of long-term care facilities and community agencies.

DIVISIONAL FINANCE - MENTAL HEALTH

5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7600
Fax (416)327-7281

The role of Divisional Finance - Mental Health is to provide financial support to the Health Care Programs Division as it relates to estimates, financial planning, analysis, forecasts and allotment control. Divisional Finance also functions in a controllership capacity to ensure that financial resources assigned to Health Care Programs Division are managed effectively and efficiently relating to the operation of community based mental health agencies, supportive housing providers, provincial psychiatric hospitals and specialty hospitals.

INFORMATION MANAGEMENT UNIT

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8272
Fax (416)327-8951

The Information Management Unit (IMU) is composed of three groups: Data Management Unit, Information Analysis and Reporting, and Planning and Implementation.

DATA MANAGEMENT UNIT

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8272
Fax (416)327-8951

The role of the Data Management Unit is to focus on data collection and processing; data quality and integrity; organization and storage of data and development of database applications.

INFORMATION ANALYSIS AND REPORTING UNIT

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8272
Fax (416)327-8951

The role of the Information Analysis and Reporting Unit is to provide access to reports; ad hoc queries and information requests; maintain data request tracking system; process and monitor FOI issues and research agreements and development of comparative reports, standard reports and business indicators.

INFORMATION PLANNING AND IMPLEMENTATION UNIT

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8272
Fax (416)327-8951

The role of Information Planning and Implementation Unit is to provide primary functions which includes interaction and consultation with external stakeholders; business systems risk and impact analysis for new projects; research into marketing opportunities for new products.

ONTARIO CASE COSTING METHODOLOGY UNIT

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)314-5925
Fax (416)327-8951

Ontario Case Costing Methodology is responsible for the collection of encounter level case costing data that is integral to the hospital funding methodologies. The data is also used in the development of Canadian based resource intensity weights (RIW's) by the Canadian Institute of Health Information (CIHI) in their CMG methodology. In addition, the unit is responsible for the maintenance and improvement on the Ontario Case Costing Methodology and Case Costing database.

FRENCH LANGUAGE HEALTH SERVICES

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8975
Fax (416)327-8980
8:30 - 5:00

The French Language Health Services office coordinates and monitors the provision of French language services within the Ministry of Health and Long-Term Care, transfer payment agencies designated and identified to provide services in French, and a number of agencies, boards and commissions located in/or serving designated areas.

PLANNING, ACCOUNTABILITY AND EVALUATION UNIT

Mezzanine Level, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7359
Fax (416)327-7364
8:30 - 5:00

The Planning, Accountability and Evaluation Unit is responsible for strategic planning, evaluating and reporting on performance, accountability, and effectiveness of the Health Care Program Division (HCP) as well as specific programs within HCP, including DHCs, hospitals, MH, and LTC. In conjunction with regional, corporate offices, the unit will develop province-wide measurement frameworks to support decision-making within the division; support the development of provincial accountability frameworks between the ministry and health care programs; support the review and analysis of existing health care programs, services, policies and standards to improve program effectiveness; and provide consultation in evaluation and quality concepts to promote the use of effective evaluation practices.

PUBLIC HEALTH BRANCH

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7392
Fax (416)327-7438

The Public Health Branch provides leadership and support to Ontario's public health system including 37 boards of health; advice to corporate management on public health issues; a provincial epidemiology service and response to control outbreaks of disease both communicable and non-communicable; and management of transfer payments for public health programs. The branch provides recommendations for policy and long-range planning to prevent the spread of disease, promote and protect health. The Chief **Medical** Officer of Health monitors the organization and delivery of public health programs and services provided by local boards of health, and when

directed by the Minister, will act to protect health and ensure the provision of necessary public health programs and services.

Services offered to the Public:
Sexually Transmitted Disease Control
Tuberculosis Control
Vaccine Preventable Diseases

CORPORATE LIAISON AND RESOURCE SERVICE

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7623
Fax (416)314-7078

The Corporate Liaison and Resource Service provides overall planning and coordination for mandatory public health programs through the 37 boards of health in Ontario; liaison with the board chairpersons and medical officers of health for the boards of health on management, administration and organizational issues; coordination of the branch's funding to boards of health; and information systems support to public health programs. The Blood Secretariat under this service provides coordination and liaison with Canadian Blood Services, other provinces and territories with regard to blood system issues.

DISEASE CONTROL SERVICE

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7413
Fax (416)327-7439

The Disease Control Service has public **health** and epidemiological expertise, which it uses to support the communicable/infectious disease control programs delivered by Ontario public health departments by conducting surveillance of reportable **diseases**, and through the development of policies, guidelines and consultative services. Programs include outbreak control, immunization, **tuberculosis**, **food** and **water** safety, **rabies** control, infection control, sexually transmitted disease and HIV/AIDS prevention and control, as well as sexual health. This office provides **vaccines** and biologicals for the prevention of vaccine preventable diseases and post-exposure treatment for rabies, as well as drugs for the treatment of sexually transmitted diseases and tuberculosis.

ENVIRONMENTAL HEALTH AND TOXICOLOGY UNIT/SAFE WATER UNIT

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7427

The **Environmental Health** and Toxicology Unit (EHTU) provides expert consultation and technical support to local Boards of Health and other agencies in support of the Mandatory Health Programs and Services Guidelines (MHPSG) and the Health Protection and Promotion Act, as they relate to known or suspected health hazards from chemical, physical or biological agents in the environment. The EHTU supports local Boards of Health in their adherence to the Health Hazards Investigation standard of the MHPSG. The EHTU also has the lead role in the Public Health Branch for Emergency Planning and Response issues. The mandate of the Safe **Water** Unit is to monitor, support and ensure the compliance of the local Boards of Health in Ontario with the Safe Water Program of the MHPSG. The main objective of the Safe Water Program is to protect public health by ensuring that drinking water meets the health-related parameters of the Ontario Drinking Water Standards.

HEALTH PROMOTION AND WELLNESS

4th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)314-5493
Fax (416)314-5497

Health Promotion and Wellness provides leadership in the development, implementation, and evaluation of health promotion programs. Key areas of emphasis are building community capacity to promote health and chronic disease prevention, such as cardiovascular disease, asthma, stroke and **cancer** resulting from **smoking**, unhealthy eating and physical inactivity; substance **abuse** prevention; and healthy growth and development of children and youth. Initiatives include community capacity building (Ontario Health Promotion Resource System) reduction of **tobacco** use (Ontario Tobacco Strategy), prevention of cardiovascular disease (Ontario Heart Health Program), substance abuse prevention (FOCUS Community Programs) and a provincial physical activity program (Active Ontario).

Services offered to the Public:
Tobacco Strategy

ONTARIO HEPATITIS C ASSISTANCE PLAN (OHCAP)

PO Box 40009 Stn BRM B
Toronto M7Y 5J9
TTY 1-800-387-5559
TTY (416)327-4282
Toll Free 1-877-222-4977
Fax (416)326-6413

The Ontario Hepatitis C Assistance Plan (OHCAP) was designed to provide compassionate financial assistance to individuals infected with hepatitis C through the Ontario blood supply before 1986 and between July 2, 1990 and September 28, 1998. This program was announced in November 1998.

POPULATION HEALTH SERVICE

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7377

The Population **Health** Service provides public health and epidemiologic expertise to support and monitor boards of health's implementation of the Chronic **Diseases** and **Injuries** as well as family health sections of the mandatory health programs and services guidelines. These sections include the following programs: chronic disease prevention, early detection of **cancer**, injury prevention including substance abuse prevention, reproductive health and child health. Expert consultation and support is also provided in the area of **environment**al health. The service provides **funding** and support for the Preschool Speech and **Language** Program and the Infant Hearing Program. The service also provides a central resource in the areas of epidemiology, health surveillance, public health **research** and evaluation, and public health planning.

EPIDEMIOLOGY AND SURVEILLANCE UNIT

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7383

The Epidemiology and Surveillance Unit provides expert consultation and technical support to local Boards of Health in the areas of epidemiology, health surveillance, public health research and

evaluation, and public health planning in support of the Mandatory Health Programs and Services guidelines.

FAMILY HEALTH AND INJURY PREVENTION

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8820

Family Health and Injury Prevention provides expert consultation and technical advice to local Boards of Health and other agencies in support of the Mandatory Health Programs and Services guidelines.

PREVENTION OF CHRONIC DISEASES AND EARLY DETECTION OF CANCER

8th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-7376

Prevention of Chronic Diseases and Early Detection of Cancer provides expert consultation and technical advice to local Boards of Health and other agencies in support of the Mandatory Health Programs and Services guidelines.

PUBLIC HEALTH AGENCIES

A Public **Health** Unit is an official health agency established by a group of urban and rural **municipalities** to provide a more efficient **community** health program, carried out by full-time, specially qualified staff. There are 37 public health units in Ontario (see individual units for addresses). Health units administer health promotion and disease prevention programs to inform the public about healthy lifestyles, communicable disease control including **education** in **AIDS** and STDs, immunization, food premises **inspection**, healthy growth and development including parenting education, health education for all age groups and selected screening services.

ALGOMA HEALTH UNIT
Civic Ctr
6th Flr, 99 Foster Dr
Sault Ste Marie P6A 5X6
General Inquiry (705)759-5287

BRANT COUNTY HEALTH UNIT
194 Terrace Hill St
Brantford N3R 1G7
General Inquiry (519)753-4937

CHATHAM-KENT HEALTH UNIT
435 Grand Ave W
PO Box 1136
Chatham N7M 5L8
General Inquiry (519)352-7270

CITY OF TORONTO HEALTH UNIT
5th Flr, 277 Victoria St
Toronto M5B 1W1
General Inquiry (416)392-7401

DURHAM REGIONAL HEALTH UNIT
Lang Tower
Suite 210, 1615 Dundas St E
Whitby L1N 2L1
General Inquiry (905)723-8521

EASTERN ONTARIO HEALTH UNIT
1000 Pitt St
Cornwall K6J 5T1
General Inquiry (613)933-1375

ELGIN - ST THOMAS HEALTH UNIT
99 Edward St
St Thomas N5P 1Y8
General Inquiry (519)631-9900

GREY BRUCE HEALTH UNIT
920 1st Ave W
Owen Sound N4K 4K5
General Inquiry (519)376-9420

HALDIMAND-NORFOLK REGIONAL HEALTH UNIT
12 Gilbertson Dr
PO Box 247
Simcoe N3Y 4L1
General Inquiry (519)426-6170

HALIBURTON, KAWARTHA, PINE RIDGE DISTRICT HEALTH UNIT
200 Rose Glen Rd
Port Hope L1A 3V6
General Inquiry (905)885-9100

HALTON REGIONAL HEALTH DEPARTMENT
1151 Bronte Rd
Oakville L6M 3L1
General Inquiry (905)825-6060

HAMILTON (CITY OF) HEALTH UNIT
71 Main St W
Hamilton L8P 4Y5
General Inquiry (905)546-3500

HASTINGS AND PRINCE EDWARD COUNTIES HEALTH UNIT
179 North Park St
Belleville K8P 4P1
General Inquiry (613)966-5500

HURON COUNTY HEALTH UNIT
Health & Library Complex
RR 5, PO Box 1120
Clinton N0M 1L0
General Inquiry (519)482-3416

KINGSTON, FRONTENAC AND LENNOX AND ADDINGTON HEALTH UNIT
221 Portsmouth Ave
Kingston K7M 1V5
General Inquiry (613)549-1232

LAMBTON HEALTH UNIT
160 Exmouth St
Point Edward N7T 7Z6
General Inquiry (519)383-8331

LEEDS, GRENVILLE AND LANARK DISTRICT HEALTH UNIT
458 Laurier Blvd
Brockville K6V 7A3
General Inquiry (613)345-5685

MIDDLESEX-LONDON HEALTH UNIT
50 King St
London N6A 5L7
General Inquiry (519)663-5317

MUSKOKA-PARRY SOUND HEALTH UNIT
70 Pine St
Bracebridge P1L 1N3
General Inquiry (705)645-4471

NIAGARA REGIONAL AREA HEALTH UNIT
573 Glenridge Ave
PO Box 3040
St Catharines L2T 4C2
General Inquiry (905)688-3762
Toll Free 1-800-263-7248

NORTH BAY AND DISTRICT HEALTH UNIT
681 Commercial St
North Bay P1B 4E7
General Inquiry (705)474-1400

NORTHWESTERN HEALTH UNIT
21 Wolsley St
Kenora P9N 3W7
General Inquiry (807)468-3147

OTTAWA (CITY OF) HEALTH UNIT
495 Richmond Rd
Ottawa K2A 4A4
General Inquiry (613)722-2328

OXFORD COUNTY HEALTH UNIT
410 Buller St
Woodstock N4S 4N2
General Inquiry (519)539-9800

PEEL REGIONAL HEALTH UNIT
Suite 102, 44 Peel Centre Dr
Brampton L6T 4B5
General Inquiry (905)791-7800

PERTH DISTRICT HEALTH UNIT
653 West Gore St
Stratford N5A 1L4
General Inquiry (519)271-7600

PETERBOROUGH COUNTY - CITY HEALTH UNIT
10 Hospital Dr
Peterborough K9J 8M1
General Inquiry (705)743-1000

PORCUPINE HEALTH UNIT
169 Pine St S
PO Bag 2012
Timmins P4N 8B7
General Inquiry (705)267-1181

RENFREW COUNTY AND DISTRICT HEALTH UNIT
7 International Dr
Pembroke K8A 6W5
General Inquiry (613)732-3629

SIMCOE COUNTY DISTRICT HEALTH UNIT
15 Sperling Dr
Barrie L4M 6K9
General Inquiry (705)721-7330

SUDBURY AND DISTRICT HEALTH UNIT
1300 Paris St
Sudbury P3E 3A3
General Inquiry (705)522-9200

THUNDER BAY DISTRICT HEALTH UNIT
999 Balmoral St
Thunder Bay P7B 6E7
General Inquiry (807)625-5900

TIMISKAMING HEALTH UNIT
221 Whitewood Ave
PO Box 1240
New Liskeard P0J 1P0
General Inquiry (705)647-4305

WATERLOO REGIONAL HEALTH UNIT
99 Regina St S
PO Box 1633
Waterloo N2J 4V3
General Inquiry (519)883-2000

WELLINGTON-DUFFERIN-GUELPH HEALTH UNIT
205 Queen St E
Fergus N1M 1T2
General Inquiry (519)843-2460

WINDSOR-ESSEX COUNTY HEALTH UNIT
1005 Ouellette Ave
Windsor N9A 4J8
General Inquiry (519)258-2146

YORK REGIONAL HEALTH UNIT
17250 Yonge St
PO Box 147
Newmarket L3Y 6Z1
General Inquiry (905)895-4511

HOSPITALS BRANCH

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9564
Fax (416)212-2869
8:00 - 5:00

The Hospitals Branch provides operational policy direction, liaison and coordination of broad issues pertaining to public and private hospitals. In addition, the branch has the corporate lead on initiatives and new projects relating to hospitals. Specific ongoing responsibilities include the cancer program, emergency strategy, and operational reviews. The branch also manages the ministry's priority programs. Priority programs are hospital-based health care services that require management at a provincial level. Centralized management optimizes equitable access to these services throughout the province, establishes provincial service standards, promotes standardized data collection methods, identifies operational issues that have policy implications or legislative changes associated with them, considers issues such as critical mass and minimum volumes to maintain clinical proficiency, and allows for population-based needs planning.

LONG-TERM CARE FACILITIES

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)326-9753
Fax (416)326-0018

The **Long-Term Care** Facilities branch funds, monitors and develops policies, standards and guidelines for over 520 long-term care facilities regulated by the province (nursing homes, municipal homes for the aged, and charitable homes for the aged). The branch also takes corrective

action where necessary to ensure compliance with legislation, regulations, Ministry standards and policies. Long-term care facilities provide care for over 60,000 residents. The branch's Facility Support Unit processes nursing home **licence** and pre-sale applications and issues licences for nursing homes which meet the requirements of the Nursing Home Act. The unit also conducts the annual Levels of Care Classification of long-term care residents in all long-term care facilities in the province in order to determine the amount of nursing and personal care funding that each long-term care facility receives.

MENTAL HEALTH AND ADDICTIONS

Hepburn Block
5th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8650
Fax (416)327-7481
www.gov.on.ca/health
9:00 - 5:00

The Mental Health and Addictions branch provides corporate management of the mental health and addictions and supportive housing programs. This branch acts as a corporate contact for provincially mandated service providers, consumers, family organizations, etc; supports regional offices on mental health, addictions and housing issues and ensures that regional concerns/pressures are reflected in provincial initiatives; ensures service consistency and coordination between regions.

ADDICTIONS PROGRAMS

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8856
Fax (416)327-0854
8:30 - 5:00

Addictions Programs has a mandate to reduce the harm of substance abuse, problem gambling and other addictive behaviours.

PROBLEM GAMBLING UNIT

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8856
Fax (416)327-0854

The Problem Gambling Unit leads the Comprehensive Strategy for the Treatment, Prevention and Research of Problem Gambling. This includes responsibility for 44 designated treatment agencies, the training of problem gambling clinicians, the development of prevention and public awareness initiatives, and supporting that the Ontario Problem Gambling Research Centre in conducting relevent and useful problem gambling and gaming research.

SUBSTANCE ABUSE UNIT

5th Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8856
Fax (416)327-0854
8:30 - 5:00

The Substance **Abuse** Unit acts as a corporate addictions contact for provincially mandated service providers, consumers, family organizations, etc; supports regional offices on addiction issues and

ensures that regional concerns/pressures are reflected in provincial initiatives; ensures service consistency and coordination between regions. The unit also manages the provincial **Drug** and **Alcohol** Treatment Information System (DATIS) and the Drug and Alcohol Registry of Treatment (DART).

MENTAL HEALTH PROGRAM

Macdonald Block
2nd Flr Rm M2-61, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-3253
Fax (416)327-7481 (5th Floor - Hepburn Block)
Fax (416)327-0928 (2nd Floor - Macdonald Block)
www.gov.on.ca/health

Mental Health Program provides corporate management of the mental health service system across the province. This program acts as a corporate mental health contact for provincially mandated service providers, consumers, family organizations, etc; supports regional offices on mental health issues and ensures that regional concerns/pressures are reflected in provincial initiatives; ensures service consistency and coordination between regions.

SUPPORTIVE HOUSING PROGRAM

5th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8836
Fax (416)327-7281
8:30 - 5:00

The Supportive Housing Program provides program support, project management, issue management and inter-ministerial and inter-divisional initiatives related to supportive housing. The program has the key project lead role in supportive housing initiatives including the provincial housing portfolio administration, implementation of the MOHLTC Homelessness initiative and management of the transfer of Federal housing stock. The program has the lead support role for regional implementation of Assertive Community Treatment Teams across the province in supporting their consistent implementation according to standards, monitoring and evaluation.

PSYCHIATRIC PATIENT ADVOCATE OFFICE

8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
General Inquiry (416)327-7000
Toll Free 1-800-578-2343
Fax (416)327-7008
www.ppao.gov.on.ca
8:00 - 5:00

The **Psychiatric** Patient Advocate Office (PPAO) provides advocacy and rights advice to inpatients in current and former provincial psychiatric **hospitals**. The PPAO also provides rights advice services in Schedule 1 Facilities and in the community to persons who are subject to community treatment orders and their substitute decision makers, if any.

BROCKVILLE
Administration Bldg
1st Flr Rm 1322, Hwy 2 Prescott
Brockville K6V 5W7
General Inquiry (613)345-3657
Fax (613)345-4352
8:30 - 4:30

HAMILTON
Rm F136A, 100 West 5th St
PO Box 585
Hamilton L8N 3K7
General Inquiry (905)388-2454
Fax (905)381-5622
8:30 - 4:30

KINGSTON
Rm 1009, 752 King St W
Kingston K7L 4X3
General Inquiry (613)548-5575
Fax (613)540-6107
8:30 - 4:30

LONDON
Rm B111, 850 Highbury Ave
London N6A 4H1
General Inquiry (519)455-5676
Fax (519)679-7022
8:30 - 4:30

NORTH BAY
Rm 35, Hwy 11 N
PO Box 3010
North Bay P1B 8L1
General Inquiry (705)474-1377
Fax (705)495-7889
8:30 - 4:30

PENETANGUISHENE
Rm 318, 500 Church St
Penetanguishene L9M 1G3
General Inquiry (705)549-3663
Fax (705)549-3172
8:30 - 4:30

ST THOMAS
Rm J178, 467 Sunset Dr
PO Box 2004
St Thomas N5P 3V9
General Inquiry (519)631-1427
Fax (519)631-8216
8:30 - 4:30

THUNDER BAY
Rm Ba207b, 580 North Algoma St
Ward 2 S
Thunder Bay P7B 5G4
General Inquiry (807)343-4309
Fax (807)343-4374

TORONTO
Rm 167, 1001 Queen St W
Toronto M6J 1H4
General Inquiry (416)535-3959
Fax (416)583-3428
8:15 - 4:15

WHITBY
Rm 7-2035, 700 Gordon St
Whitby L1N 5S9
General Inquiry (905)430-4047
Fax (905)430-4044
8:30 - 4:30

REGIONAL OFFICES - HOSPITALS, LONG-TERM CARE AND MENTAL HEALTH SERVICES

The regional offices were set up as part of the government's commitment to deliver health services to the public and stakeholders in the various communities across the province. Services to the communities are now delivered more quickly and efficiently. With the formation of the regional offices, the public and various stakeholders are now in more direct contact with their ministry counterparts. This allows for better contact and problem solving.

CENTRAL EAST (NEWMARKET) REGION
3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)954-4700
Toll Free 1-800-486-4935
Fax (905)954-4701
Fax (905)954-4702

HOSPITAL SERVICES
3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)954-4700
Toll Free 1-800-486-4935
Fax (905)954-4702

LONG-TERM CARE SERVICES
3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)954-4700
Toll Free 1-800-486-4935
Fax (905)954-4702

PETERBOROUGH SATELLITE OFFICE
Robinson Pl South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-4500
Toll Free 1-800-567-1045
Fax (705)755-4514

MENTAL HEALTH IMPLEMENTATION TASK FORCE - BARRIE
Suite 314, 61 Wellington St W
Barrie L4N 1K5
General Inquiry (705)734-9975
Fax (705)734-9987

MENTAL HEALTH IMPLEMENTATION TASK FORCE - NEWMARKET
Suite 300, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)954-4631
Fax (905)954-4701

MENTAL HEALTH SERVICES
3rd Flr, 465 Davis Dr
Newmarket L3Y 8T2
General Inquiry (905)954-4700
Toll Free 1-800-486-4935
Fax (905)954-4702

PENETANGUISHENE MENTAL HEALTH CENTRE
500 Church St
Penetanguishene L9M 1G3
General Inquiry (705)549-3181
Fax (705)549-3446

WHITBY PSYCHIATRIC HOSPITAL
700 Gordon St
Whitby L1N 5S9
General Inquiry (905)668-5881
Fax (905)430-4032

CENTRAL SOUTH (HAMILTON) REGION
Ellen Fairclough Bldg
11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8294
Toll Free 1-800-461-7137
Fax (905)546-8255
8:30 - 5:00

HAMILTON-WENTWORTH
Ellen Fairclough Bldg
11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8240
8:30 - 5:00

MENTAL HEALTH IMPLEMENTATION TASK FORCE - HAMILTON
Ellen Fairclough
11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8364
Fax (905)546-8255

NIAGARA, BRANT, HALDIMAND-NORFOLK
Ellen Fairclough Bldg
11th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)546-8233
8:30 - 5:00

CENTRAL WEST (MISSISSAUGA) REGION
Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)897-4610
Toll Free 1-866-716-4446
Fax (905)275-2740

HALTON/PEEL
Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)897-4610
Toll Free 1-866-716-4446
Fax (905)275-2740

WATERLOO, WELLINGTON/DUFFERIN
Suite 301, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)897-4610
Toll Free 1-866-716-4446
Fax (905)275-2740

EAST REGION
8th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)569-5602
Toll Free 1-877-779-5559
Fax (613)569-9670
8:30 - 5:00

CHAMPLAIN MENTAL HEALTH IMPLEMENTATION TASK FORCE
8th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)569-5602
Toll Free 1-877-779-5559
Fax (613)569-9670
8:30 - 5:00

SOUTHEASTERN ONTARIO MENTAL HEALTH IMPLEMENTATION TASK FORCE
1st Flr, 23 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7230
Toll Free 1-800-667-1062
Fax (613)536-7231
8:30 - 5:00

EAST REGION, OTTAWA SATELLITE OFFICE
47 Clarence Ave
Ottawa K1N 9K1
General Inquiry (613)241-4263
Toll Free 1-800-267-8588
Fax (613)241-9312
8:30 - 5:00

EAST REGION
8th Flr, 10 Rideau St
Ottawa K1N 9J1
General Inquiry (613)569-5602
Toll Free 1-877-779-5559
Fax (613)569-9670
8:30 - 5:00

EAST REGION, KINGSTON SATELLITE OFFICE
1st Flr, 23 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7230
Toll Free 1-800-667-1062
Fax (613)536-7231
8:30 - 5:00

EAST REGION, OTTAWA TEAM
Suite 310, 47 Clarence St
Ottawa K1N 9K1
General Inquiry (613)241-4263
Toll Free 1-800-267-8588
Fax (613)241-9312
8:15 - 5:00

NORTH REGION BRANCH
Suite 406, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7280
Fax (705)564-7493
8:30 - 5:00

NORTH EAST - SUDBURY
Suite 506, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-3130
Toll Free 1-800-663-6965
Fax (705)564-3133
8:30 - 5:00

NORTH WEST - THUNDER BAY
Suite 403, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7631
Toll Free 1-800-663-6965
Fax (807)343-7567
8:30 - 5:00

MENTAL HEALTH IMPLEMENTATION TASK FORCE - PARRY SOUND
c/o Northern Shores District Health Council
25 Church St
Parry Sound P2A 1Y2
General Inquiry (705)746-2123x2
Fax (705)746-8156

MENTAL HEALTH IMPLEMENTATION TASK FORCE - THUNDER BAY
Suite 403, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7641
Fax (807)343-7567

NORTHERN HEALTH PROGRAMS
Suite 406, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7280
Toll Free 1-800-663-6965
Fax (705)564-7493
8:30 - 5:00

SOUTHWEST REGION (LONDON)
Suite 201, 231 Dundas St
London N6A 1H1
General Inquiry (519)675-7680
Toll Free 1-800-663-3775
Fax (519)675-7685
8:30 - 5:00

GREY, BRUCE, HURON, PERTH, THAMES VALLEY, MIDDLESEX, OXFORD, ELGIN, LAMBTON
Suite 201, 231 Dundas St
London N6A 1H1
General Inquiry (519)675-7680
Toll Free 1-800-663-3775
Fax (519)675-7685
8:30 - 5:00

MENTAL HEALTH IMPLEMENTATION TASK FORCE - LONDON
Suite 201, 231 Dundas St
London N6A 1H1
General Inquiry (519)675-7680
Toll Free 1-800-663-3775
Fax (519)675-7429

WINDSOR ESSEX - KENT
Suite 300, 215 Eugenie St W
Windsor N8X 2X7
General Inquiry (519)250-0788
Toll Free 1-800-663-3775
Fax (519)973-1360
8:30 - 5:00

TORONTO REGION
8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
General Inquiry (416)327-8952
Toll Free 1-800-595-9394
Fax (416)327-4486
8:30 - 5:00

MENTAL HEALTH IMPLEMENTATION TASK FORCE FOR TORONTO & PEEL
8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
General Inquiry (416)327-8952
Toll Free 1-800-595-9394
Fax (416)327-4486
8:30 - 5:00

HEALTH SERVICES DIVISION

Hepburn Block
10th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-4266
Fax (416)314-5915
8:30 - 5:00

The Health Services Division includes the Operational Support Branch, Drug Programs Branch, Laboratories Branch, Fraud Programs and Investigation Unit, Alternate Payment Programs, Provider Services Branch, and Registration and Claims Branch.

ALTERNATIVE PAYMENT PROGRAMS BRANCH

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-9400
Fax (416)327-1968
8:00 - 5:00

The Alternative Payment Programs Branch is responsible for developing and managing the operation and administration of arrangements with alternatively funded health service providers.

ALTERNATIVE PAYMENT PROGRAMS UNIT

3rd Flr, 5700 Yonge St
Toronto M2M 4K5
General Inquiry (416)327-8444
Fax (416)327-7519
8:30 - 5:00

The Alternate Payment Programs (APP) Unit provides for the remuneration of **physicians** and payment for their services by means other than fee-for-service. Originally alternate payments were

established to address limitations within the **OHIP** Schedule of Benefits. More recently, the ministry views alternative **funding**/payment plans as a viable means of focusing physician service delivery and funding; improving access to and distribution of physicians; promoting practice change and accountability; and supporting system harmonization (hospital restructuring and partnerships with health service agencies). Physician remuneration within APP arrangements include compensation within global budgets, sessional or hourly rates and per bed or per patient costs. Approximately 10 per cent of the province's physicians receive all or part of their income through a variety of alternate payment arrangements.

INDEPENDENT HEALTH FACILITIES PROGRAM

Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6637
Fax (613)548-6734

Under the Independent **Health** Facilities Act (IHFA), approximately 1,000 specialized **medical** facilities are licensed and funded. Most these IHF's provide imaging and other diagnostic tests. Others provide treatment and surgical services that were historically performed only in **hospitals**. The Independent Health Facilities Program (IHFP) also includes the Ministry's **X-Ray Inspection** Service which ensures that hospital and other X-Ray facilities comply with the Healing Arts Radiation Protection Act.

HEALTH SERVICE ORGANIZATION PROGRAMS

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-5309
Fax (416)326-4684

The Health Services Organization (HSO) Programs implement approaches to primary care that use capitation based funding for a comprehensive range of primary care services to a rostered patient population. The capitation method is intended to encourage a multidisciplinary approach to care with an emphasis on health promotion and disease prevention. Primary care services are provided by practitioners such as physicians, nurses, social workers and nutritionists. There are currently 53 HSO's throughout Ontario.

DRUG PROGRAMS BRANCH

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109
1-888-405-0405 (Senior's Co-payment Line)

The **Drug** Programs Branch mandate is to provide leadership in achieving optimal **pharmaceutical** services for health protection and improvement of Ontario residents. The branch maintains close partnerships with industry, pharmacy and medicine in order to better manage the drug programs. The branch is responsible for the delivery of Ontario's Drug Benefit (ODB) program, the Trillium Drug Program, the Special Drugs Program and the publication of the Ontario Drug Benefit Formulary/Comparative Drug Index (the Formulary/CDI). The ODB Formulary/CDI identifies drug products designated as benefits under the program, as well as those brands of drugs that are considered to be interchangeable, and serves as a prescribing and reimbursement guide for doctors and pharmacists. The Ontario Drug Benefit Act and the Drug Interchangeability and Dispensing Fee Act provides the legislative framework under which the program is administered.

ADMINISTRATION, FINANCE AND ELIGIBILITY

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109

The Administration, Finance and Eligibility unit coordinates the branch's administrative and financial services, coordinates ministerial briefings and communications activities, and is responsible for the program analysis, planning and development functions of the branch. The unit also advises the Ministry of Health and Long-Term Care, other provincial ministries, institutions, professional organizations, the pharmaceutical industry and the general public on matters relating to the Ontario **Drug** Benefit Program, including drug evaluations, improving the quality of pharmaceuticals in nursing homes, homes for the aged, hospitals and government institutions.

DRUG PROGRAMS MANAGEMENT UNIT

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109

The **Drug** Programs Management Unit of the branch is responsible for the quality **assessment** of drugs to be listed (or already listed) in the Ontario Drug Benefit (ODB) Formulary/CDI, through laboratory and technical evaluation of submissions from **pharmaceutical** manufacturers. This unit also provides secretariat functions for the Minister's advisory body to the Minister of Health and Long-Term Care comprised of experts in medicine, pharmacy and other disciplines. The Drug Quality and Therapeutics Committee (DQTC) makes recommendations relating to pharmaceutical and pharmacological matters, evaluates requests for unlisted drug products under the Section 8 mechanism, evaluates scientific/educational material for health professionals and facilitates communication between the ministry and professional organizations.

HEALTH NETWORK OPERATIONS AND DEVELOPMENT (HNOD)

Suite 101, 4 Cataraqui St
Kingston K7K 1Z7
General Inquiry (613)548-6775
Fax (613)548-6539

Health Network Operations and Development is responsible for the implementation and maintenance of the Health Network, linking nearly 2,700 Ontario pharmacies with the Ontario **Drug** Benefit program to process drug **claims** and perform drug use review.

PHARMACEUTICAL SERVICES COORDINATION UNIT

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109

The **Pharmaceutical** Services Coordination Unit provides liaison services relating to the pharmaceutical industry, pharmacists and pharmaceutical care, professional organizations, other government agencies as well as physician liaison services relating to prescribing guidelines. The unit also coordinates the production/printing/distribution of the Ontario Drug Benefit Formulary/ Comparative **Drug** Index. When ordered by an Ontario-authorized prescriber and dispensed in Ontario, drugs listed in the ODB Formulary/CDI are available to ODB-eligible recipients. The unit processes, monitors and audits **claims** from all ODB providers and acts in an advisory capacity for matters related to ODB claims payment.

TRILLIUM DRUG PROGRAM

15th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)326-1558
TTY 1-800-387-5559
Toll Free 1-800-575-5386

The Trillium **Drug** Program unit administers the program for people who have high drug costs in relation to their income by assessing applications and processing receipts. The program has an annual deductible that is based on income. Each year starting August 1, recipients must pay for their drug cost up to their deductible level before they are eligible for drug coverage. The deductible is paid in quarterly installments. Once the deductible is paid in each quarter, eligible people receive drug coverage until the start of the next quarter. All eligible people must pay $2 per **prescription** each time they purchase a covered drug product in Ontario.

PROVIDER SERVICES BRANCH

Macdonald-Cartier Bldg
2nd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6561
Fax (613)548-6650

Provider Services Branch is responsible for the Fee-for-Service Payment Program under the Health Insurance Act for the following fee-for-service providers: **physicians**, **chiropractors**, physiotherapy facilities, optometrists, podiatrists, and **dentists**.

REGISTRATION AND CLAIMS BRANCH

Macdonald-Cartier Bldg
3rd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry 1-866-291-0609
Fax (613)548-6320
8:30 - 5:00

The **Registration** and **Claims** Branch is responsible for Ontario **Health Insurance** (OHIP) eligibility policy; the planning, design and the delivery to the public of registration and Health Card related functions including the registration of all eligible Ontario residents for health coverage and the issuance of health cards; the verification of registration data; the registration of eligible health care providers; the payment of **medical** and hospital claims to Ontario health care providers; the payment of medical and hospital claims for Ontario residents visiting other provinces and countries; the payment of claims for the Northern Health Travel Grant program; and the provision of information concerning Ministry of Health and **Long-Term Care** programs to the public. The branch also processes medical claims for injured workers on behalf of the Workplace Safety and Insurance Board and **drug** benefit claims on behalf of Drug Programs Branch.

Services offered to the Public:
Northern Health Travel Grants
Ontario Health Insurance

REGIONAL OHIP OFFICES

CENTRAL REGION EAST

5th Flr, 47 Sheppard Ave E
Toronto M2N 7E7

Mailing Address:
PO Box 1700 Stn 'A'
Toronto M5W 1G9

General Inquiry (416)314-7444
Fax (416)314-7748
8:30 - 5:00

CENTRAL REGION EAST - NEWMARKET OFFICE
Unit 108, 465 Davis Dr
Newmarket L3Y 2P1
Toll Free 1-888-376-5197 (By Appointment only)
Fax (905)868-8660

CENTRAL REGION EAST - OSHAWA
Executive Tower Oshawa Ctr
419 King St W
Oshawa L1J 7J2
General Inquiry (905)576-2870
Fax (905)434-4186
Fax (905)434-3725
8:30 - 5:00

CENTRAL REGION EAST - PETERBOROUGH
Heritage Plaza
550 Lansdowne St W
Peterborough K9J 8J8
General Inquiry (705)743-2140
Fax (705)745-1481
8:30 - 5:00

CENTRAL REGION EAST - SCARBOROUGH
2063 Lawrence Ave E
Scarborough M1R 2Z4
General Inquiry (416)314-7444
Fax (416)327-1048
8:30 - 5:30

CENTRAL REGION EAST - TORONTO
5th Flr, 47 Sheppard Ave E
Toronto M2N 7E7

Mailing Address:
PO Box 1700 Stn A
Toronto M5W 1G9

General Inquiry (416)314-7444
Fax (416)314-7449
8:30 - 5:30

CENTRAL REGION WEST

Suite 300, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)896-6000
(905)275-2730 (Customer Service)
Fax (905)896-6029
8:30 - 5:30

CENTRAL REGION WEST - BARRIE
30 Poyntz St
Barrie L4M 3P2
General Inquiry (705)726-0326
Fax (705)739-6495
8:30 - 5:30

CENTRAL REGION WEST - ETOBICOKE
Suite 142, 3300 Bloor St W
Etobicoke M8X 2W8
General Inquiry (905)275-2730
Fax (416)327-0758
8:30 - 5:30

CENTRAL REGION WEST - MISSISSAUGA
Suite 300, 201 City Centre Dr
Mississauga L5B 2T4
General Inquiry (905)896-6000
(905)275-2730 (Customer Service Inquiries)
(905)896-5005 (Claims Inquiries 3rd Flr)
Fax (905)896-6013 (Customer Service)
Fax (905)896-6029 (Administration/Claims 3rd Flr)
8:30 - 5:30

CENTRAL REGION WEST - NORTH YORK
4400 Dufferin St N
North York M3H 6A8
General Inquiry (905)275-2730
Fax (416)327-1653
8:30 - 5:30

CENTRAL SOUTH REGION

LCD 1 Hamilton
PO Box 2280 STN A
Hamilton L8N 4C8
General Inquiry (905)521-7547
Fax (905)521-7605

CENTRAL SOUTH REGION - HAMILTON
LCD 1 Hamilton
PO Box 2280 STN A
Hamilton L8N 4C8
General Inquiry (905)521-7547
(905)521-7100 (Customer Service)
Fax (905)521-7605

CENTRAL SOUTH REGION - KITCHENER
Unit B2, 1400 Weber St E
Kitchener N2A 3Z8
General Inquiry (519)893-3966
Fax (519)571-6049

CENTRAL SOUTH REGION - ST. CATHARINES
3rd Flr, 59 Church St
St Catharines L2R 3C3
General Inquiry (905)704-4090
Fax (905)704-2828

EASTERN REGION - OTTAWA

Fuller Bldg
7th Flr, 75 Albert St
Ottawa K1P 5Y9
General Inquiry (613)237-9100
Fax (613)237-3246 (Administration)
8:30 - 5:00

EASTERN REGION - KINGSTON
Suite 401, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-0656
Fax (613)545-4399
8:30 - 5:00

EASTERN REGION - OTTAWA
Fuller Bldg
75 Albert St
Ottawa K1P 5Y9
(613)783-4400 (Customer Service)
(613)237-9100 (Switchboard)
Toll Free English 1-866-257-2119 (Within Area Codes 416, 514, 613, 705, 819 & 905)
Toll Free French 1-800-267-7690 (Within Area Codes 416, 514, 613, 705, 819 & 905)
Fax (613)783-4444 (1st Flr)
8:30 - 5:00

NORTHERN REGION - SUDBURY

Ontario Provincial Government Bldg
Suite 801, 199 Larch St
Sudbury P3E 5R1
General Inquiry (705)675-4010
Toll Free 1-800-461-4006 (Area Codes 705 & 807)
Toll Free French 1-800-461-1149
Fax (705)675-4015
8:30 - 5:00

NORTHERN REGION - KENORA
Suite 220, 808 Robertson St
Kenora P9N 1X9
General Inquiry (807)468-2869
Toll Free 1-800-465-5067 (Area Codes 705 & 807)
Fax (807)468-2714
8:30 - 4:30

NORTHERN REGION - NORTH BAY
Suite 101, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4130
Toll Free 1-800-461-4006 (Area Codes 705 & 807)
Fax (705)494-4135
8:30 - 5:00

NORTHERN REGION - SAULT STE MARIE
Roberta Bondar Pl
Suite 100, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)759-8598
Toll Free 1-800-461-4006 (Sudbury Regional Office)
Fax (705)759-1502
8:30 - 5:00

NORTHERN REGION - SUDBURY
Ontario Provincial Government Bldg
Suite 801, 199 Larch St
Sudbury P3E 5R1
General Inquiry (705)675-4010
Toll Free 1-800-461-4006
Toll Free French 1-800-461-1149
Fax (705)675-4015
8:30 - 5:00

NORTHERN REGION - THUNDER BAY
Ontario Government Bldg
Suite 113, 435 James St S
Thunder Bay P7E 6T1
General Inquiry (807)475-1351
Toll Free 1-800-465-5067 (Area Codes 705 & 807)
Fax (807)475-1424
8:30 - 5:00

NORTHERN REGION - TIMMINS
The 101 Mall
Suite 110, 38 Pine St N
Timmins P4N 6K6
General Inquiry (705)268-5300
Toll Free 1-800-461-1149
Fax (705)267-6723
8:30 - 4:30

SOUTHWEST REGION - LONDON

5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)675-6800
Fax (519)675-6832
8:30 - 5:00

SOUTHWEST REGION - LONDON
5th Flr, 217 York St
London N6A 5P9
(519)675-6800 (Switchboard)
(519)675-6700 (Customer Service)
Fax (519)675-6832
8:30 - 5:00

SOUTHWEST REGION - OWEN SOUND
981 Second Ave E
Owen Sound N4K 2H5
General Inquiry (519)376-6447
Fax (519)376-2749
8:30 - 5:00

SOUTHWEST REGION - SARNIA
452 Christina St N
Sarnia N7T 5W4
General Inquiry (519)337-2348
Fax (519)337-2031
8:30 - 5:00

SOUTHWEST REGION - WINDSOR
1427 Ouellette Ave
Windsor N8X 1K1
General Inquiry (519)973-1385
Fax (519)973-1388
8:30 - 5:00

REGISTRATION SERVICES PROJECT

2nd Flr, 310 Bagot St
Kingston K7K 3B5
General Inquiry (613)650-3076
Fax (613)650-3067
8:30 - 5:00

Registration Services Project (MOHLTC) will re-engineer and strengthen existing business and technology systems to deliver secure and trusted client identification, authentication and registration processes. This Project (MOHLTC) will research and develop business technology strategies that will enable clients to conduct business with and obtain services from the Government of Ontario electronically.

FRAUD PROGRAMS

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7509
Fax (416)327-4439
8:30 - 5:00

The **Fraud** Programs Branch provides leadership in the implementation of the ministry's initiatives related protecting health care resources from fraudulent misuse and criminal activity. In partnership with other ministry program areas and private stakeholders, Fraud Programs Branch is responsible for providing support to the ministry's crack down on health system fraud including the development of a strategic plan and reporting mechanisms for fraud prevention, detection and deterrence.

LABORATORIES BRANCH

4th Flr Rm 433, 880 Bay St
Toronto M7A 1R3
General Inquiry (416)326-3611
Fax (416)326-3617

The Laboratories Branch consists of the Quality Management, Laboratory Services System Development, Finance and Information Management, and Direct Services sections.

CENTRAL PUBLIC HEALTH LABORATORY

81& 81A Resources Rd
Etobicoke M9P 3T1
General Inquiry (416)235-5952
Toll Free 1-800-640-7221
Fax (416)235-6080

The Central Public Health Laboratory provides laboratory **testing** and expertise for the prevention of disease and the protection and promotion of the public's health in Ontario. It also carries out testing in support of public health activities and programs relating to reportable, emerging and other public health relevant **diseases**.

PUBLIC HEALTH LABORATORIES

81 & 81 A Resources Rd
Etobicoke M9P 3T1
General Inquiry (416)235-5952
Toll Free 1-800-640-7221
Fax (416)235-6080

The Public **Health Laboratories** provide laboratory **testing** and expertise for the prevention of disease and the protection and promotion of the public's health in Ontario. In addition, to the Central Laboratory in Toronto, there are a total of 11 Regional Public Health Laboratories throughout Ontario (see listing). Public Health Laboratories carry out testing in support of public health activities and programs relating to reportable, emerging and other public health relevant **diseases**.

MAILING ADDRESS FOR LETTERS, PARCELS (NOT SPECIMENS)
PO Box 9000 Terminal A
Toronto M5W 1R5

ALTERNATE MAILING ADDRESS FOR LETTERS, PARCELS
PO Box 37 Etobicoke "B"
Etobicoke M9W 5K9

SHIPPING ADDRESS FOR SPECIMENS
81 Resources Rd
Etobicoke M9P 3T1

REGIONAL PUBLIC HEALTH LABORATORIES

HAMILTON
PO Box 2100
Hamilton L8N 3R5
General Inquiry (905)385-5379
Fax (905)385-0083

KINGSTON
PO Box 240
Kingston K7L 4V8
General Inquiry (613)548-6630
Fax (613)548-6636

LONDON
PO Box 5704 Postal Stn A
London N6A 4L6
General Inquiry (519)455-9310
Fax (519)455-3363

ORILLIA
PO Box 600
Orillia L3V 6K5
General Inquiry (705)325-7449
Fax (705)329-6001

OTTAWA
2380 St Laurent Blvd
Ottawa K1G 6C4
General Inquiry (613)736-6800
Fax (613)736-6820

PETERBOROUGH
PO Box 265
Peterborough K9J 6Y8
General Inquiry (705)743-6811
Fax (705)745-1257

SAULT STE MARIE
PO Box 220
Sault Ste Marie P6A 5L6
General Inquiry (705)254-7132
Fax (705)945-6873

SUDBURY
Suite 2, 1300 Paris St
Sudbury P3E 6H3
General Inquiry (705)564-6917
Fax (705)564-6918

THUNDER BAY
336 South Syndicate Ave
Thunder Bay P7E 1E3
General Inquiry (807)622-6449
Fax (807)622-5423

TIMMINS
67 Wilson Ave
Timmins P4N 2S5
General Inquiry (705)267-6633
Fax (705)360-2006

WINDSOR
PO Box 1616
Windsor N9A 6S2
General Inquiry (519)969-4341
Fax (519)973-1481

DRUG TESTING LABORATORY

3rd Flr, 81A Resources Rd
Etobicoke M9P 3T1
General Inquiry (416)235-5929
Fax (416)235-6309

The **Drug Testing Laboratory** provides surveillance for drugs on the Drug Benefit Formulary, quality checks for Ontario Government Pharmacy and testing of **Tuberculosis** drug levels.

LABORATORY LICENSING AND INSPECTION SERVICE

3rd Flr, 81A Resources Rd
Etobicoke M9P 3T1
General Inquiry (416)235-6054
Fax (416)235-6282

Laboratory **Licensing** and **Inspection** Service ensures that **medical laboratories** and specimen collection centres operate at an acceptable, yet economical standard while meeting community needs.

MOH/OPP FRAUD INVESTIGATION UNIT

2nd Flr, 27 Place d'Armes
Kingston K7K 6Z6
General Inquiry (613)547-1842
Fax (613)547-1844
8:00 - 5:00

Health **Fraud** Investigation Unit is responsible for the investigation and enforcement of criminal code fraud related **offences** pertaining to Health Services utilization and payment.

ONTARIO FAMILY HEALTH NETWORK

9th Flr, 1075 Bay St
Toronto M5S 2B1
(613)544-7700 (Kingston)
(416)327-8443 (Toronto)
Fax (613)544-6310 (Kingston)
Fax (416)326-4684 (Toronto)
www.ontariofamilyhealthnetwork.gov.on.ca

The Ontario Family **Health** Network (OFHN) is a Crown Agency, under a Board of Directors and reports to the Minister of Health and Long-Term Care. The mandate is to manage existing Primary Care Networks (PCNs), as well as to implement Family Health Networks (FHNs) across the province. In April 2004, these functions will return to the Ministry. There are currently 14 PCNs in the communities of Hamilton, Chatham, Paris, Parry Sound, Niagara and north of Kingston. Beginning June 1, two FHNs, plus a minimum of ten more, will be established in 2002. Primary Care Networks are piloted and FHN introduced as a province-wide primary care reform model funded to provide comprehensive primary care 24- hours a day, 7- days a week, directly during regular and extended office hours, or through telephone health advice provided by specially trained registered **nurses** who are linked to the Networks' on-call physicians. The OFHN operates from offices in both Toronto and Kingston.

Services offered to the Public:
Health Service Organization

ONTARIO FAMILY HEALTH NETWORK - KINGSTON
3rd Flr, 80 Queen St
Kingston K7K 6W7
General Inquiry (613)547-1888
Fax (613)548-6759
8:00 - 5:00

OPERATIONAL SUPPORT BRANCH

Hepburn Block
11th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8312
Fax (416)327-4404

The role of the Operational Support Branch is to manage the Assistive Devices and Home Oxygen Program and lead, coordinate and support negotiations, financial management, operational policy coordination and issues management across the division. This includes: negotiations to establish provincial contracts/agreements with specific healthcare providers, including ongoing support of joint committees (e.g. with the Ontario Medical Association); coordination of cross-divisional briefing notes, division business, fiscal and operational plans, and coordinated input into policy formulation.

ASSISTIVE DEVICES PROGRAM/HOME OXYGEN PROGRAM

7th Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8804
TTY (416)327-4282
Toll Free 1-800-268-6021 (Client Inquiries)
Toll Free 1-800-267-9458 (Health Care Payments)
TTY Toll Free 1-800-387-5559
Fax (416)327-8192

The Assistive Devices Program (ADP) and Home Oxygen Program (HOP) helps pay for certain equipment and supplies for Ontario residents with long-term physical **disabilities**. ADP pays up to 75% of the cost for devices such as artificial limbs, **wheelchair**s, hearing aids. A grant is paid directly to clients for ostomy supplies, and needles & syringes. HOP pays 100% of a flat monthly rate for oxygen for **seniors**, people on **welfare**, the Home Care Program or those living in **Long-Term Care** Facilities (LTCF). HOP pays 75% for all other eligible clients.

Services offered to the Public:
Assistive Devices Program
Home Oxygen Program

INTEGRATED POLICY AND PLANNING DIVISION

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-0859
Fax (416)327-8835
8:30 - 5:00

The Integrated Policy and Planning Division develops, mediates and negotiates sound policies and planning for effective decision making in health care.

CORPORATE POLICY BRANCH

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8295
Fax (416)327-0888
8:30 - 4:30

The Corporate Policy Branch develops short and long term strategies and policies to address intergovernmental issues and relationships to achieve Ontario government outcomes; and manages internal processes that contribute to the development of policy.

INTERGOVERNMENTAL POLICY UNIT

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8734
Fax (416)327-0888
8:30 - 5:00

The Intergovernmental Policy Unit leads intergovernmental policy development and coordinates program initiatives related to federal, provincial and municipal partnerships to ensure the achievement of Ontario health system objectives.

RESEARCH UNIT

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8367
Fax (416)327-0888
www.gov.on.ca/health/english
8:30 - 5:00

The **Research** Unit monitors, coordinates and provides leadership to internal and external research activities that contribute to the development of health policy.

EXECUTIVE DIRECTOR'S OFFICE

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-5109
8:30 - 5:00

The Executive Director's Office is responsible to build the division's strategic policy leadership capacity and enable the ministry to focus on the development and maintenance of critical linkages between the policy development process and operational policy development and implementation.

HEALTH ECONOMICS BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8313
8:30 - 5:00

The Health Economics Branch develops policies to address health cost/benefit issues in the public and private sector.

HEALTH INFORMATION AND SCIENCES BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8313
8:30 - 5:00

Health Information and Sciences Branch is responsible for developing approaches to emergent health policy issues in the areas of health information privacy and the Bio-Sciences.

HEALTH INFORMATION PRIVACY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)314-8275
8:30 - 5:00

Health Information Privacy Unit supports the development of the government's comprehensive privacy legislation, including protections for the collection, use and disclosure of personal health information. The unit is also responsible for developing a coordinated strategy for improving patient safety in the province.

HEALTH SCIENCES POLICY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8313
8:30 - 5:00

The Health Sciences Policy Unit is responsible for coordinating, developing and identifying policies on critical emerging health issues on the Bio-Sciences which have immediate and long-term impact and consequences within the health system and across the province.

HEALTH PLANNING BRANCH

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7483
Fax (416)327-9429
8:30 - 5:00

The Health Planning Branch is responsible for the collection and management of data and information contributing to the development of policy, and ensuring the appropriate, province-wide allocation of health human resource services.

HEALTH DATA AND DECISION SUPPORT UNIT

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7727
Fax (416)327-7617
8:30 - 5:00

The Health Data and Decision Support Unit manages the collection and dissemination of health information primarily in support of researchers and the broader health sector.

HEALTH INFORMATION PRODUCT AND SERVICES UNIT

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7783
Fax (416)327-7617
8:30 - 5:00

The Health Information Products and Services Unit provides information products and data analysis services that support policy, planning and program development and decision-making within the ministry.

PROVINCIAL HEALTH SERVICES PLANNING UNIT

2nd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8528
Fax (416)327-0167 (Hepburn Block)
8:30 - 5:00

The Provincial Health Services Planning Unit plans for the supply, mix and distribution of health care providers to meet service needs.

LEGISLATIVE PRIORITIES UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8313
8:30 - 5:00

Legislative Priorities Unit coordinates the development and implementation of a comprehensive workplan for the numerous pieces of legislation the ministry brings forward.

MENTAL HEALTH AND REHABILITATION REFORM BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-7255
Fax (416)327-8458
8:30 - 5:00

The Mental Health and Rehabilitation Reform Branch develops strategies and policies to address program or service-specific issues in the reform of the mental health system and rehabilitation services.

MENTAL HEALTH LEGISLATIVE POLICY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-7268
Fax (416)327-5517
8:30 - 5:00

The Mental Health Legislative Policy Unit reviews and provides advice on legislation and related policy issues that impact on the Mental Health Act and related legislation.

MENTAL HEALTH PROGRAM POLICY UNIT

15th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)327-7587
Fax (416)326-1638
8:30 - 5:00

The Mental Health Program Policy Unit develops policies which address program or service-specific issues in mental health.

MENTAL HEALTH STRATEGIC POLICY UNIT

15th Flr, 56 Wellesley St W
Toronto M5S 2S3
General Inquiry (416)327-7587
Fax (416)326-1638
8:30 - 5:00

Mental Health Strategic Policy Unit develops policies that address system reform of mental health services, and support system coordination and integration.

REHABILITATION PROGRAM POLICY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-7268
Fax (416)327-8458
8:30 - 5:00

The Rehabilitiation Program Policy Unit develops system-wide strategies and policies in support of reform to the rehabilitation system.

PROGRAM POLICY BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8879
8:30 - 5:00

The Program Policy Branch develops short term strategies and policies which address program or service-specific issues and manages external processes including stakeholder expectations, knowledge exchange and communications.

COMMUNITY PROGRAMS UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8879
8:30 - 5:00

The Community Programs Unit develops strategies and policies to address issues in the delivery of community-based health services including telecare, telemedicine, home and community care.

DIRECT PAYMENT AND REGULATORY PROGRAMS

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8897
8:30 - 5:00

The Direct Payment and Regulatory Programs unit develops strategies and policies to address issues in direct payment programs, and administers the Regulated Health Professions Act (RHPA). It also implements the regulation of new professions and amendments to RHPA and professions specific Acts.

HEALTH PROFESSIONS REGULATORY ADVISORY COUNCIL

8th Flr, 55 St Clair Ave W
Toronto M4V 2Y7
General Inquiry (416)326-1550
Fax (416)327-8952
8:30 - 5:00

The Health Professions Regulatory Advisory Council, created under the Regulated Health Professions Act, provides advice to the Minister of Health and Long-Term Care on various aspects of the regulation of health professionals including regulation of new professions.

INSTITUTIONAL PROGRAMS UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8879
8:30 - 5:00

The Institutional Programs Unit develops strategies and policies to address issues in the delivery of institutional health services, including the organ and tissue donation strategy.

RESOURCES MANAGEMENT OFFICE

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8295
Fax (416)327-8459
8:30 - 5:00

The Resources Management Office is responsible for providing a strategic focus in the planning and management of human and financial resources for the Integrated Policy and Planning Division. This includes coordinating the group's estimates process and other financial planning processes, as well as human resources support for branch re-engineering and restructuring etc. The office provides an internal consulting service to the group's program areas on human resource, financial and planning issues, and also coordinates corporate projects and initiatives for the Integrated Policy and Planning Division.

STRATEGIC HEALTH POLICY BRANCH

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8535
Fax (416)314-8275
8:30 - 5:00

The Strategic Health Policy Branch develops longer term strategies and policies to address integration and coordination issues in health care and which cut across program areas and health sectors.

ABORIGINAL HEALTH OFFICE

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-5513
Fax (416)314-5517
8:30 - 5:00

The Aboriginal Health Office advocates and promotes changes within the Ministry of Health and Long-Term Care to improve the province's ability to meet aboriginal people's needs.

HEALTH SYSTEM PERFORMANCE UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-8270
Fax (416)314-8275
8:30 - 5:00

The Health System Performance Unit develops policies and mechanisms to monitor and report on the performance, accountability, quality and effectiveness of the health care system.

HEALTH SYSTEM POLICY UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)327-8360
Fax (416)314-8275
8:30 - 5:00

The Health System Policy Unit develops policies to support system coordination and integration in health care delivery.

POPULATION HEALTH STRATEGIES UNIT

Hepburn Block
8th Flr, 80 Grosvenor St
Toronto M7A 1R3
General Inquiry (416)314-8269
Fax (416)314-8275
8:30 - 5:00

The Population Health Strategies Unit develops system-wide strategies in response to target population and disease-specific issues in a coordinated and proactive manner.

WOMEN'S HEALTH COUNCIL SECRETARIAT

2nd Flr, 880 Bay St
Toronto M5S 1Z8
General Inquiry (416)327-8348
Fax (416)327-3200
8:30 - 5:00

The **Women**'s **Health** Council advises the minister on matters relating to women's health, to ensure that the health care system is responsive to the needs of women. The council works to create proactive partnerships with government, educators, business, researchers, health care organizations and other community groups in the performance of its duties. The secretariat provides policy and administrative support to the members of Women's Health Council.

INTEGRATED SERVICES FOR CHILDREN DIVISION

Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-8322
Fax (416)314-1862
8:30 - 5:00

The Ministries of Community, Family and Children's Services, Health and Long-Term Care, Education, Training, Colleges and Universities, Citizenship and Tourism and Recreation are working together to improve service coordination and integration at the community level. The Integrated Services for Children Division is responsible for designing and implementing service delivery strategies that ensure integration. The initial focus is on children and families at risk.

CHILD WELFARE AND YOUNG OFFENDERS BRANCH
Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00

CHILDREN WITH SPECIAL NEEDS BRANCH
Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00

CHILDREN WITH SPECIAL NEEDS BRANCH (WELLESLEY ST W)
15th Flr, 56 Wellesley St W
Toronto M7A 2B7
General Inquiry (416)326-2800
Fax (416)326-8395
8:30 - 5:00

EARLY YEARS AND HEALTHY CHILD DEVELOPMENT BRANCH
Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)327-4865
Fax (416)325-5349
8:30 - 5:00

EARLY YEARS AND HEALTHY CHILD DEVELOPMENT BRANCH (WELLESLEY ST W)
15th Flr, 56 Wellesley St W
Toronto M7A 2B7
General Inquiry (416)326-2800
Fax (416)326-0478

EARLY YEARS CHALLENGE FUND BRANCH
15th Flr, 56 Wellesley St
Toronto M7A 2B7
General Inquiry (416)326-2800
Fax (416)326-0478
8:30 - 5:00

EARLY YEARS TASK GROUP BRANCH
Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5315
Fax (416)325-5349

INTEGRATION STRATEGIES FOR CHILDREN'S SERVICES BRANCH (GROSVENOR ST 4TH FLR)
Hepburn Block
4th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5315
Fax (416)325-5349

INTEGRATION STRATEGIES FOR CHILDREN'S SERVICES BRANCH (GROSVENOR ST 6TH FLR)
Hepburn Block
6th Flr, 80 Grosvenor St
Toronto M7A 1E9
General Inquiry (416)325-5315
Fax (416)314-1862

INTEGRATION STRATEGIES FOR CHILDREN'S SERVICES BRANCH (WELLESLEY ST W)
15th Flr, 56 Wellesley St W
Toronto M7A 2B7
General Inquiry (416)326-2800
Fax (416)326-8395

LONG-TERM CARE REDEVELOPMENT PROJECT

10th Flr, 415 Yonge St
Toronto M5B 2E7
General Inquiry (416)326-6485
Fax (416)326-5533
8:30 - 5:00

The **Long-Term Care** Redevelopment Project (LTCRP) was initiated in early 2000 to spearhead the government's long-term care bed implementation initiative. The LTCRP is working with other ministries, municipalities and key stakeholders, to facilitate the development and opening of 20,000 new long-term care beds by 2004, the rebuilding of approximately 16,000 "D" beds by 2006, and the implementation of 1,700 interim LTC beds. The LTCRP represents a dedicated team of experts

with the skills and expertise necessary to oversee all aspects of the long-term care implementation strategy, including management, procurement, long-term care, legal services, and social housing.

AGENCIES, BOARDS AND COMMISSIONS

CANCER CARE ONTARIO

15th Flr, 620 University Ave
Toronto M5G 2L7
General Inquiry (416)971-9800
Fax (416)971-6888
www.cancercare.on.ca
8:30 - 5:00

Cancer Care Ontario (CCO) serves as the government's principal adviser on cancer issues, and is responsible for long-term planning of all aspects of the cancer care system. CCO sets direction and provides leadership for a broad range of services, including prevention, treatment, supportive care, and **research**. CCO also leads the development of provincial **standards** for care, including treatment guidelines and care maps.

REGIONAL CANCER CENTRES

GRAND RIVER REGIONAL CANCER CENTRE
835 King St W
PO Box 9056
Kitchener N2G 1G3
General Inquiry (519)749-4370x5710
Fax (519)749-4250
8:00 - 4:00

HAMILTON REGIONAL CANCER CENTRE
699 Concession St
Hamilton L8V 5C2
General Inquiry (905)387-9495
Fax (905)575-6323
9:00 - 5:00

KINGSTON REGIONAL CANCER CENTRE
25 King St W
Kingston K7L 5P9
General Inquiry (613)544-2630
Fax (613)544-9708
8:30 - 4:30

LONDON REGIONAL CANCER CENTRE
790 Commissioners Rd E
London N6A 4L6
General Inquiry (519)685-8600
Fax (519)685-8614
8:00 - 4:30

NORTHEASTERN ONTARIO REGIONAL CANCER CENTRE
41 Ramsey Lake Rd
Sudbury P3E 5J1
General Inquiry (705)522-6237
Fax (705)523-7328
8:30 - 4:30

NORTHWESTERN ONTARIO REGIONAL CANCER CENTRE
290 Munro St
Thunder Bay P7A 7T1
General Inquiry (807)343-1610
Fax (807)345-7204 (Administration)
8:00 - 5:00

OTTAWA REGIONAL CANCER CENTRE - CIVIC DIVISION
190 Melrose Ave
Ottawa K1Y 4K7
General Inquiry (613)737-7700
Fax (613)725-6310
8:30 - 4:30

OTTAWA REGIONAL CANCER CENTRE - GENERAL DIVISION
503 Smyth Rd
Ottawa K1H 1C4
General Inquiry (613)737-7700
Fax (613)247-3510
8:30 - 4:30

TORONTO - SUNNYBROOK REGIONAL CANCER CENTRE
2075 Bayview Ave
Toronto M4N 3M5
General Inquiry (416)480-5000
Fax (416)480-6002
8:00 - 5:00

WINDSOR REGIONAL CANCER CENTRE
2220 Kildare Rd
Windsor N8W 2X3
General Inquiry (519)253-5253
Fax (519)255-8670
8:30 - 4:30

COMMUNITY CARE ACCESS CENTRES (CCAC)

The creation of 43 CCACs across the province was completed on January 1, 1998. The CCACs consolidated the services formerly provided by 38 home care programs and 36 placement coordination services. The CCACs provide a simplified service access point and are responsible for service information and referral to all **long-term care** services, including **volunteer**-based **community** services; coordinated service planning and monitoring; eligibility determination for professional and homemaking/personal support services provided at home and in schools; case management; and placement coordination services for long-term care facilities (nursing homes and homes for the aged). CCACs are governed by independent, incorporated non-profit boards of directors, accountable through service agreements to the ministry.

CCAC ALGOMA
2nd Flr, 390 Bay St
Sault Ste Marie P6A 1X2
General Inquiry (705)949-1650
Toll Free 1-800-668-7705
Fax (705)949-1663
8:00 - 9:00

CCAC BRANT
274 Colborne St
Brantford N3T 2H5
General Inquiry (519)759-7752x223
Toll Free 1-866-759-7752 (Administration)
Fax (519)759-1370
8:00 - 5:00

CCAC CHATHAM-KENT
750 Richmond St
PO Box 306
Chatham N7M 5K4
General Inquiry (519)436-2222
Fax (519)351-5842
8:30 - 4:30

CCAC COCHRANE DISTRICT
Suite 302, 60 Wilson Ave
Timmins P4N 2S7
General Inquiry (705)267-7766
Toll Free 1-888-668-2222
Fax (705)267-7795
8:30 - 4:30

CCAC DURHAM
5th Flr, 209 Dundas St E
Whitby L1N 7H3
General Inquiry (905)430-3308
Toll Free 1-800-469-3311
Fax (905)430-3297
8:30 - 4:30

CCAC EAST YORK
Unit 1, 1 Leaside Park Dr
Toronto M4H 1R1
General Inquiry (416)423-3559
Fax (416)423-9800
8:30 - 4:30

CCAC EASTERN COUNTIES
709 Cotton Mill St
Cornwall K6H 7K7
General Inquiry (613)936-1171
Toll Free 1-800-267-0852 (613 Area Code only)
Fax (613)936-0644
8:30 - 4:30

CCAC ELGIN
294 Talbot St
St Thomas N5P 4E3
General Inquiry (519)631-9907x112
Toll Free 1-800-563-3098
Fax (519)631-2236
8:30 - 4:30

CCAC ETOBICOKE
Suite 101, 401 The West Mall
Etobicoke M9C 5J5
General Inquiry (416)626-5434x2010
General Inquiry (416)626-2222
Fax (416)626-0277
8:30 - 4:30

CCAC GREY BRUCE
255 18th St W
Owen Sound N4K 6Y1
General Inquiry (519)371-2112
Toll Free 1-800-371-2112
Fax (519)371-5612
Toll Free Fax 1-800-825-7126
8:30 - 4:30

CCAC HALDIMAND - NORFOLK
76 Victoria St
Simcoe N3Y 1L5
General Inquiry (519)426-7400
Toll Free 1-800-265-8068
Fax (519)426-4384
8:30 - 4:30

CCAC HALIBURTON, NORTHUMBERLAND AND VICTORIA
108 Angeline St S
Lindsay K9V 3L5
General Inquiry (705)324-9165
Toll Free 1-800-347-0285
Fax (705)324-0884
8:30 - 4:30

CCAC HALTON
4th Flr, 440 Elizabeth St
Burlington L7R 2M1
General Inquiry (905)639-5228
Toll Free 1-800-810-0000 (Within Area Codes 905 and 519)
Fax (905)639-0412
8:30 - 4:30

CCAC HAMILTON-WENTWORTH
310 Limeridge Rd W
Hamilton L9C 2V2
General Inquiry (905)523-8600
Toll Free 1-800-450-8002
Fax (905)528-1883
8:30 - 4:30

CCAC HASTINGS AND PRINCE EDWARD COUNTIES
Bayview Mall
470 Dundas St E
Belleville K8N 1G1
General Inquiry (613)966-3530
Toll Free 1-800-668-0901
Fax (613)966-0996

CCAC HURON
163 Princess St E
PO Box 459
Clinton N0M 1L0
General Inquiry (519)482-3411
Toll Free 1-800-267-0535 (AC 519 only)
Fax (519)482-3382

CCAC KENORA AND RAINY RIVER DISTRICTS
2nd Flr, 21 Wolsey St
Kenora P9N 3W7
General Inquiry (807)467-4757
Toll Free 1-877-661-6621
Fax (807)468-1437
8:30 - 4:30

CCAC KINGSTON, FRONTENAC, LENNOX AND ADDINGTON
Suite 101, 471 Counter St
Kingston K7M 8S8
General Inquiry (613)544-8200x126
Fax (613)544-1494
8:30 - 4:30

CCAC LANARK, LEEDS AND GRENVILLE
52 Abbott St N
Smiths Falls K7A 1W3
General Inquiry (613)283-8012
Toll Free 1-800-267-6041
Fax (613)283-0308
8:30 - 6:30

CCAC LONDON AND MIDDLESEX
356 Oxford St W
London N6H 1T3
General Inquiry (519)473-2222
(519)641-1113 (Voice Mail)
Toll Free 1-800-811-5146
Fax (519)472-7438
8:30 - 4:30

CCAC MANITOULIN-SUDBURY
1760 Regent St
Sudbury P3E 3Z8
General Inquiry (705)522-3460
Toll Free 1-800-461-2919
Fax (705)522-3855
8:30 - 4:30

CCAC MUSKOKA EAST PARRY SOUND
3 N, 354 Muskoka Rd
Huntsville P1H 1H7
General Inquiry (705)789-6451
Toll Free 1-800-263-2805
Fax (705)789-1982
8:00 - 4:00

CCAC NEAR NORTH (NIPISSING)
3rd Flr, 101 McIntyre St W
North Bay P1B 2Y5
General Inquiry (705)476-2222
Toll Free 1-888-533-2222
Fax (705)474-0080
8:30 - 4:30

CCAC NIAGARA
509 Glendale Ave
Niagara-On-The-Lake L0S 1J0
General Inquiry (905)684-9441 (English)
General Inquiry (905)988-0253 (French)
Toll Free 1-800-263-5480
Fax (905)684-8463
Fax (905)684-2297 (Administration Confidential Fax)
8:00 - 4:30

CCAC NORTH YORK
7th Flr, 45 Sheppard Ave E
Willowdale M2N 5W9
General Inquiry (416)222-2241
Fax (416)229-1274
8:30 - 6:00

CCAC OTTAWA-CARLETON
Suite 410, 1223 Michael St N
Gloucester K1J 7T2
General Inquiry (613)745-8124x5915
Fax (613)745-1422
8:30 - 4:30

CCAC OXFORD
1147 Dundas St
Woodstock N4S 8W3
General Inquiry (519)539-1284
Fax (519)539-0065
8:30 - 4:30

CCAC PEEL
3rd Flr, 199 County Court Blvd
Brampton L6W 4P3
General Inquiry (905)796-0040
Toll Free 1-888-733-1177
Fax (905)796-0348
8:30 - 4:30

CCAC PERTH COUNTY
65 Lorne Ave E
Stratford N5A 6S4
General Inquiry (519)273-2222
Toll Free 1-800-269-3683
Fax (519)273-2139
8:45 - 5:00

CCAC PETERBOROUGH
Suite 202, 700 Clonsilla Ave
Peterborough K9J 5Y3
General Inquiry (705)743-2212
Toll Free 1-888-235-7222
Fax (705)743-9559
8:30 - 4:30

CCAC RENFREW COUNTY
Suite B, 7 International Dr
Pembroke K8A 6W5
General Inquiry (613)732-7007x225
Toll Free 1-888-421-2222
Fax (613)732-3522
8:30 - 4:30

CCAC SARNIA LAMBTON
1433 London Rd
PO Box 185
Sarnia N7T 7H9
General Inquiry (519)542-4444
Toll Free 1-800-265-1445
Fax (519)542-0168
8:00 - 4:30

CCAC SCARBOROUGH
3rd Flr, 1940 Eglinton Ave E
Scarborough M1L 4R1
General Inquiry (416)750-2444
Toll Free 1-800-265-1445
Fax (416)750-8234
8:30 - 8:00

CCAC SIMCOE COUNTY
Suite 100, 15 Sperling Dr
Barrie L4M 6K9
General Inquiry (705)726-0039x469
Toll Free 1-888-721-2222
Fax (705)722-5237
8:30 - 4:30

CCAC THE DISTRICT OF THUNDER BAY
Suite 200, 1159 Alloy Dr
Thunder Bay P7B 6M8
General Inquiry (807)345-7339
Toll Free 1-800-626-5406
Fax (807)345-8868
8:30 - 4:30

CCAC TIMISKAMING
111 Burnside Dr
PO Box 520
Kirkland Lake P2N 3J5
General Inquiry (705)567-2222
Toll Free 1-888-602-2222
Fax (705)567-9407
8:30 - 4:30

CCAC TORONTO
Ground Flr Unit 5, 250 Dundas St W
Toronto M5T 2Z5
General Inquiry (416)506-9888
Fax (416)506-0374
8:30 - 8:00

CCAC WATERLOO REGION
4th Flr, 99 Regina St S
PO Box 1612
Waterloo N2J 4G6
General Inquiry (519)883-5576
(519)883-5500 (Voice Mail)
Fax (519)883-5555
8:30 - 4:30

CCAC WELLINGTON-DUFFERIN
Suite 201, 450 Speedvale Ave W
Guelph N1H 7G7
General Inquiry (519)823-2550
Toll Free 1-800-265-8338
Fax (519)823-8682
8:30 - 4:30

CCAC WEST PARRY SOUND HEALTH CENTRE
10 James St
Parry Sound P2A 1T3
General Inquiry (705)746-4540
Toll Free 1-800-440-6762
Fax (705)746-7364
8:00 - 4:00

CCAC WINDSOR/ESSEX
5th Flr, 339 Crawford Ave
Windsor N9A 5C6
General Inquiry (519)258-8211
(519)258-6288 (Intake)
Fax (519)258-2004
8:30 - 4:30

CCAC YORK (CITY OF)
1400 Castlefield Ave
Toronto M6B 4C4
General Inquiry (416)780-1919
(416)780-7870 (CEO)
Fax (416)780-1749
8:30 - 8:00

CCAC YORK REGION
Unit 1, 1100 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)895-1240
Toll Free 1-888-470-2222 (Area Codes 905, 416, 705, 519)
Fax (905)853-6297

CONSENT AND CAPACITY BOARD

10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-4142
Fax (416)327-4207
8:00 - 4:30

The Consent and Capacity Board has the authority to conduct **hearings** under the **Mental Health** Act, the Health Care Consent Act, the Long Term Care Act and the Substitute Decisions Act. Areas of adjudication include: capacity to consent to treatment, admission to a care facility or a personal assistance service; review of a decision to admit an incapable person to a hospital, **psychiatric** facility or long-term care facility for the purpose of treatment; review of involuntary status (civil committal to a psychiatric facility); review of a finding of incapacity to manage property or to access and allow others access to clinical **records**; and review of statutory guardianship for property. With the passage of Bill 68, also known as Brian's Law, in fiscal 2000/2001 the Board

has been given important additional responsibilities in protecting the rights of individuals placed on Community Treatment Orders.

REGIONAL OFFICES

HAMILTON/GUELPH
Suite 810, 25 Main St W
Hamilton L8P 1H1
General Inquiry (905)308-9612
Fax (905)522-4357

KINGSTON
Suite 102, 780 Midpark Dr
Kingston K7M 7P6
General Inquiry (613)389-2851
Fax (613)389-7354

LONDON
Main Flr, 300 Dundas St
PO Box 3131
London N6A 4H9
General Inquiry (519)438-7811
Fax (519)660-1525

NORTH BAY
140 Main St W
PO Box 97
North Bay P1B 8G8
General Inquiry (705)494-8450
Fax (705)494-5630

OTTAWA
Minto Pl
Suite 900, 427 Laurier Ave W
Ottawa K1R 7Y2
General Inquiry (613)565-6368
Fax (613)565-9605

PENETANGUISHENE
34-A Clapperton St
Barrie L4M 3E7
General Inquiry (705)733-3959
Fax (705)733-8268

SUDBURY
164 Elm St
Sudbury P3C 1T7
General Inquiry (705)673-4614
Fax (705)673-7293

THUNDER BAY
235 Syndicate Ave S
Thunder Bay P7E 1E1
General Inquiry (807)625-0264
Fax (807)625-0265

TORONTO
10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)924-4961
Fax (416)924-8873

DISTRICT HEALTH COUNCILS

The **District Health Councils** are planning and advisory bodies responsible at arm's length to the Minister of Health and Long-Term Care, established by Order-in-Council under the Ministry of Health Act. Councils research, identify and plan for district health needs, coordinate health planning activities and cooperate in social development activities for their district. There are 16 geographically defined councils (listed separately) representing all Ontario residents. Councils are composed of 15 to 20 volunteer members appointed by Order-in-Council for a maximum of two three-year terms. The membership is composed of consumer, provider and local government representatives supported by a small number of staff. Councils are supported by a number of committees composed of council members and community health services provider and consumer members.

ALGOMA, COCHRANE, MANITOULIN AND SUDBURY DISTRICT HEALTH COUNCIL
Suite 300, 336 Pine St
Sudbury P3C 1X8
General Inquiry (705)675-5654
Fax (705)675-2870
8:30 - 4:30

CHAMPLAIN DISTRICT HEALTH COUNCIL
Suite 350, 955 Green Valley Cres
Ottawa K2C 3V4
General Inquiry (613)723-1440
Fax (613)723-5162
8:30 - 4:30

DURHAM, HALIBURTON, KAWARTHA AND PINE RIDGE DISTRICT HEALTH COUNCIL
Suite 300, 159 King St E
PO Box 544
Peterborough K9J 2R8
General Inquiry (705)748-2992
Fax (705)748-9600
8:30 - 4:30

ESSEX, KENT AND LAMBTON DISTRICT HEALTH COUNCIL
Unit 720, 4510 Rhodes Dr
Windsor N8W 5K5
General Inquiry (519)944-5888
Fax (519)944-0619
8:30 - 4:30

GRAND RIVER DISTRICT HEALTH COUNCIL
155 Lynden Rd
Brantford N3R 8A7
General Inquiry (519)756-1330
Fax (519)756-6013
8:30 - 4:30

GREY BRUCE HURON PERTH DISTRICT HEALTH COUNCIL
235 St George St
PO Box 610
Mitchell N0K 1N0
General Inquiry (519)348-4498
Fax (519)348-9749
8:30 - 4:30

HALTON - PEEL DISTRICT HEALTH COUNCIL
Suite 600, 6711 Mississauga Rd
Mississauga L5N 2W3
General Inquiry (905)814-5995
Fax (905)814-4835
8:30 - 4:30

HAMILTON DISTRICT HEALTH COUNCIL
Suite 301, 10 George St
Hamilton L8P 1C8
General Inquiry (905)570-1441
Fax (905)570-1202
8:30 - 4:30

MUSKOKA, NIPISSING, PARRY SOUND AND TIMISKAMING DISTRICT HEALTH COUNCIL/DBA NORTHERN SHORES DHC
Suite 401, 222 McIntyre St W
North Bay P1B 2Y8
General Inquiry (705)494-9126
Fax (705)494-9127
8:30 - 4:30

NIAGARA DISTRICT HEALTH COUNCIL
2nd Flr, 3550 Schmon Pky
Thorold L2V 4Y6
General Inquiry (905)682-7000
Fax (905)682-7772
8:30 - 4:30

NORTHWESTERN ONTARIO DISTRICT HEALTH COUNCIL
1093 Barton St
Thunder Bay P7B 5N3
General Inquiry (807)623-6131
Fax (807)623-0355
8:30 - 4:30

SIMCOE YORK DISTRICT HEALTH COUNCIL
Suite 300, 1091 Gorham St
Newmarket L3Y 7V1
General Inquiry (905)830-9899
Fax (905)830-9903
8:30 - 4:30

SOUTHEASTERN ONTARIO DISTRICT HEALTH COUNCIL
Suite 400, 471 Counter St
Kingston K7M 8S8
General Inquiry (613)549-5253
Fax (613)542-9223
8:30 - 4:30

THAMES VALLEY DISTRICT HEALTH COUNCIL
Suite 105, 100 Collip Cir
London N6G 4X8
General Inquiry (519)858-5015
Fax (519)858-5016
8:30 - 4:30

TORONTO DISTRICT HEALTH COUNCIL
Suite 200, 4141 Yonge St
Willowdale M2P 2A8
General Inquiry (416)222-6522
Fax (416)222-5587
8:30 - 4:30

WATERLOO REGION - WELLINGTON -
DUFFERIN DISTRICT HEALTH COUNCIL
Unit 118, 251 Woodlawn Rd W
Guelph N1H 8J1
General Inquiry (519)836-7440
Fax (519)836-7177
8:30 - 4:30

DRUG QUALITY AND THERAPEUTICS COMMITTEE

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-8109

The **Drug** Quality and Therapeutics Committee (DQTC) provides independent and specialized advice to the Minister of Health and Long-Term Care and the Drug Programs Branch on drug-related issues. The committee evaluates both the therapeutic value and cost effectiveness of brand name drugs submitted for reimbursement under the Ontario Drug Benefit Program, and makes recommendations on the interchangeability of generic drug products. The DQTC also provides advice to the Ministry, on a case-by-case basis, about coverage on thousands of requests received each year for drugs not listed by the program.

HEALING ARTS RADIATION PROTECTION COMMISSION (HARP)

3rd Flr, 5700 Yonge St
North York M2M 4K5
General Inquiry (416)327-7952
Fax (416)327-8805

The Healing Arts **Radiation** Protection Commission (HARP) is established under the provisions of the HARP Act. The commission advises the Minister of Health and Long-Term Care on matters relating to radiation **safety**, approves training courses in the operation of **X-ray** machines and is responsible for the X-ray Safety Code prescribed under the Act. Seven advisory committees representing chiropractors, dentistry, radiologists, medical physicists, chiropody, medical radiological technologists and radiation therapy assist the commission in developing regulations and guidelines to ensure the safe use of x-radiation. Activities and information on the commission and its advisory committees are detailed in the commission's annual report.

COLLEGE OF MIDWIVES OF ONTARIO

8th Flr, 55 St Clair Ave W
Toronto M4S 2B2
General Inquiry (416)327-0874
Fax (416)327-8219
9:00 - 5:00

The College of Midwives of Ontario is the regulatory organization for the profession of **midwifery**.

HEALTH BOARDS SECRETARIAT

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:30 - 4:30

The Health Board Secretariat (HBS) provides corporate administrative, financial and case management services, and policy analysis and support to two quasi-judicial, province-wide appeal and review tribunals (established under a variety of statutes) and financial reimbursement services

to Order-in-Council (OIC) appointees and to 26 health-related agencies, boards and commissions (ABCs).

HEALTH PROFESSIONS APPEAL AND REVIEW BOARD

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:30 - 4:30

The **Health** Professions **Appeal** and Review Board reviews decisions of the **complaints** committees of 22 self-regulating colleges pursuant to the provisions of the Regulated Health Professions Act, 1991(RHPA), and the **Veterinarians** Act. It as well reviews or conducts **hearings** regarding applications for **registration** to the 22 self-regulating colleges, pursuant to the provisions of the RHPA, and the Veterinarians Act. It also conducts hearings regarding decisions of governing bodies of **hospitals** concerning hospital privileges and appointments to hospital medical staff, pursuant to the provisions of the Public Hospitals Act.

HEALTH SERVICES APPEAL AND REVIEW BOARD

9th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8512
Fax (416)327-8524
8:00 - 5:00

The **Health** Services **Appeal** and Review Board conducts appeals and reviews under fourteen different statutes that are enumerated below. The decisions being appealed to or reviewed by the Board include, but are not limited to, decisions of the Ontario **Health Insurance** Plan respecting eligibility and payment; decisions of agencies under the Long Term Care Act respecting eligibility for service; orders of the Medical Officer of Health or public health inspectors; decisions of the Director with respect to licensing under the Nursing Homes Act; determinations of the placement coordinator respecting eligibility for admission to an approved charitable home for the aged; and, decisions of the Director with respect to licensing of independent health facilities.

MEDICAL ELIGIBILITY COMMITTEE

2nd Flr, 49 Place d'Armes
PO Box 48
Kingston K7L 5J3
General Inquiry (613)548-6405

This Medical Eligibility Committee is required under the **Health Insurance** Act (HIA) to deal with the eligibility of insured services (i.e., the medical necessity of an insured service provided to an insured person), as well as other matters assigned to it by the act or the regulation or by the minister. This committee makes recommendations to the general manager with respect to these decisions. The Provider Services Branch provides secretarial services to this committee.

MEDICAL REVIEW COMMITTEE

80 College St
Toronto M5G 2E2
General Inquiry (416)967-2600x322

The existence of the **Medical** Review Committee is legislated by the **Health Insurance** Act (HIA). In some circumstances, the HIA gives the General Manager of **OHIP** authority to determine that payment for **claims** should be refused, reduced or repaid, and a physician may request that this committee review the General Manager's decision. The General Manager also may refer an

individual physician to this committee for investigation of inappropirate fee for service claims, and then take recovery action where the committee's direction identifies that the physician was overpaid.

ONTARIO MENTAL HEALTH FOUNDATION

Suite 508, 489 College St
Toronto M6G 1A5
General Inquiry (416)920-7721
Fax (416)920-0026
www.omhf.on.ca

The Ontario **Mental Health** Foundation (OMHF) provides **grants** and **fellowships** for mental health **research**. The foundation supports specific projects, post-doctoral students, and post-graduate independent research. Application guidelines are available from the foundation.

ONTARIO REVIEW BOARD

10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)327-8866
Fax (416)327-8867
8:30 - 4:30

The Ontario Review Board reviews the status of each accused who has been found to be not **criminal**ly responsible or unfit to stand trial for criminal **offences** on account of a mental disorder.

ACTS

Alcoholism and Drug Addiction Act
Ambulance Act
Audiology and Speech-Language Pathology Act
Cancer Act
Cancer Remedies Act
Charitable Institutions Act
Chiropody Act
Chiropractic Act
Community Psychiatric Hospitals Act
Dental Hygiene Act, 1991
Dental Technology Act, 1991
Dentistry Act, 1991
Denturism Act, 1991
Development Services Act (Long-term care programs and services)
Dietetics Act, 1991
Drug Interchangeability and Dispensing Fee Act
Drug and Pharmacies Regulation Act
Drugless Practitioners Act
Elderly Persons Centres Act
Fluoridation Act
General Welfare Assistance Act (long-term care programs and services only)
Healing Arts Radiation Protection Act
Health Cards and Numbers Control Act, 1991
Health Care Accessibility Act
Health Care Consent Act
Health Facilities Special Orders Act
Health Insurance Act
Health Protection and Promotion Act

Homemakers and Nurses Services Act
Homes for Retarded Persons Act (long-term care programs and services)
Homes for Special Care Act
Homes for the Aged and Rest Homes Act
Human Tissue Gift Act
Hypnosis Act
Immunization of School Pupils Act
Independent Health Facilities Act
Laboratory and Specimen Collection Centre Licencing Act
Long Term Care Act, 1994
Massage Therapy Act
Medical Laboratory Technology Act, 1991
Medical Radiation Technology Act, 1991
Medicine Act, 1991
Mental Health Act
Mental Hospitals Act
Midwifery Act, 1991
Ministry of Community and Social Services Act (sections 11.1 and 12 re: long-term care programs and services only)
Ministry of Health Act
Municipal Health Services Act
Nursing Act, 1991
Nursing Homes Act
Occupational Therapy Act
Ontario Drug Benefit Act
Ontario Medical Association Dues Act, 1991
Ontario Mental Health Foundation Act
Opticianry Act, 1991
Optometry Act, 1991
Pharmacy Act, 1991
Physician Services Delivery Management Act, 1995
Physiotherapy Act, 1991
Private Hospitals Act
Psychology Act, 1991
Public Hospitals Act
Regulated Health Professions Act, 1991
Respiratory Therapy Act, 1991
Tobacco Control Act, 1994
War Veterans Burial Act

MINISTRY OF INTERGOVERNMENTAL AFFAIRS

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4800
www.mia.gov.on.ca

The Ministry of Intergovernmental Affairs (MIA) provides the government of Ontario with strategic advice and expertise pertaining to its relations with other jurisdictions in Canada. MIA advises the government on the conduct of Ontario's relations with the federal government and other provinces and territories on major intergovernmental issues, and on national unity and constitutional matters. The ministry works to ensure that the government plays a constructive role in strengthening the Canadian federation and preserving national unity, while promoting a strong and prosperous Ontario. The ministry consists of two units: Office of Strategic Intergovernmental Advice, and Administrative Coordination.

DEPUTY MINISTER'S OFFICE

ADMINISTRATIVE COORDINATION

Mowat Block
6th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4785
Fax (416)325-4773

Administrative Coordination manages the planning and allocation of ministry resources; prepares the ministry's estimates; monitors and reports on expenditures. It also performs the liaison function between the ministry and the Ministry of Enterprise, Opportunity and Innovation on all administrative matters including the impact and implementation of government-wide management policies and programs.

OFFICE OF STRATEGIC INTERGOVERNMENTAL ADVICE

Mowat Block
5th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4800
Fax (416)325-9702 (ADM's Office)
Fax (416)325-4788

The Office of Strategic Intergovernmental Advice provides strategic policy, negotiating and communications advice to the Ontario government on leading intergovernmental issues. At any given time, Ontario is involved in a number of complex, **federal-provincial** and **interprovincial** policy and program issues. The Office's role is to provide provincial decision-makers with counsel and guidance on a coordinated strategy of managing these diverse issues, in order to maximize Ontario's success in attaining its intergovernmental objectives. It advises the government on national unity, the constitution, Ontario's role in the federation, and also coordinates Ontario's participation in major federal-provincial and interprovincial meetings and conferences such as First Ministers' Meetings, the Annual Premiers' Conference, and meetings of the Ministerial Council on Social Policy Renewal. It also assists ministries in their intergovernmental relations.

ACTS

Ministry of Intergovernmental Affairs Act

MINISTRY OF LABOUR

400 University Ave
Toronto M7A 1T7
(416)326-7770 (Occupational Health & Safety)
(416)326-7160 (Employment Standards)
Toll Free 1-800-268-8013 (Occupational Health & Safety)
Toll Free 1-800-531-5551 (Employment Standards)
Fax (416)326-6546 (On-Demand)
www.gov.on.ca/lab
8:30 - 5:00

Established in 1919 to develop and enforce labour legislation, the Ministry of Labour's mission is to advance safe, fair and harmonious workplace practices that are essential to the social and economic well-being of the people of Ontario. Through the ministry's core businesses of occupational health and safety, employment rights and responsibilities, labour relations and internal administration, the ministry's mandate is to set, communicate and enforce workplace standards while encouraging greater workplace self-reliance. A range of specialized agencies, boards and commissions assist the ministry in its work.

DEPUTY MINISTER'S OFFICE

LEGAL SERVICES BRANCH

11th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7950
Fax (416)326-7985
8:30 - 5:00

The Legal Services Branch provides general legal services to the ministry. Those services include advising ministry staff on the interpretation of ministry statutes (such as the Occupational Health and Safety Act and the Employment Standards Act) and regulations, representing the ministry at tribunal hearings, prosecuting offences under ministry statutes, preparing ministry contracts; and drafting proposed ministry legislation, regulations, orders-in-council and other legal instruments. Legal Services Branch staff are employed by the Ministry of the Attorney General.

ECONOMICS AND BUSINESS CLUSTER - INFORMATION AND INFORMATION TECHNOLOGY

Eaton Tower
33rd Flr, 250 Yonge St
Toronto M5B 2N5
General Inquiry (416)326-9400
(416)326-7111 (Help Desk)
Fax (416)326-9424
8:30 - 5:00

The Economics and Business Cluster is responsible for providing information and information technology services to the Ministries of Consumer and Business Services; Enterprise, Opportunity and Innovation; and Labour. The Cluster's mission is two-fold: to provide timely and cost effective support to the client ministries in helping them to promote e-business and e-government as a means of enhancing government service; and secondly to further the Ontario Government's overall information and information technology strategy. This is achieved by providing the following services: business solutions; architecture and planning; application development and production support; and information technology operations and client support.

INTERNAL ADMINISTRATIVE SERVICES DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7586
Fax (416)326-7599
8:30 - 5:00

The Internal Administrative Services Division coordinates and manages the business planning, human and financial resources, information and technology, issues management and controllership processes for the ministry; provides and manages administration services to ministry offices; coordinates the administration of ministry agencies; and provides direct services such as freedom of information. The Chief Administrative Officer also coordinates the internal audit function for the ministry.

FINANCE AND ADMINISTRATION BRANCH

10th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7200
Fax (416)326-9069
8:00 - 5:00

The Finance and Administration Branch is responsible for development of the ministry's strategic business and operational plans and performance measures, including the provision of business planning support to its agencies. The branch also provides expertise and advice on budget/ controllership reporting issues and requirements to the ministry and central agencies. It develops and communicates financial and administrative policies, procedures, guidelines and best practices, ensuring compliance through quality assurance/post audit activities; coordinates the provision of facilities, assets, risk management and printing services to the ministry and is responsible for contract and service management, negotiating service level/operating agreements with external service providers.

HUMAN RESOURCES BRANCH

10th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7200
TTY (416)314-5811
Fax (416)326-7241
8:30 - 5:00

The Human Resources Branch provides a full range of service and advice to line managers and employees in all matters relating to human resource management, including policies and procedures, recruitment, classification, pay and benefits, staff relations, workplace practices, health and safety.

ISSUES MANAGEMENT AND AGENCIES, BOARDS AND COMMISSIONS

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)314-7873
Fax (416)326-7599
8:00 - 5:00

The Issues Management and Agencies, Boards and Commissions branch is responsible for the integration of business planning and issues management functions across the ministry. This office is primarily responsible for the development of the ministry's strategic, business and operational plans, performance measures and indicators, service quality, coordination of administrative/

business planning support to agencies, executive development and also handles all requests for information made under the Freedom of Information/Privacy and Protection Act. The branch provides advice and information with respect to the management of recorded information as required by the Archives Act.

OPERATIONS DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7606
Fax (416)326-7599
8:30 - 5:00

The Operations Division of the Ministry of Labour includes the Office of the Assistant Deputy Minister, two main offices and four regional offices. The Occupational Health and Safety Branch and Employment Practices Branch provide support to the staff delivering day-to-day operations in four autonomous regional offices.

EMPLOYMENT PRACTICES BRANCH

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-2450
Fax (416)326-7061
www.gov.on.ca/lab/es/ese.htm
8:30 - 5:00

The Employment Practices Branch oversees and coordinates the Employment Standards Program, providing policy, procedural, technical and planning support to the ministry's Regional Offices, which administer and enforce the Employment Standards Act, 2000.

EMPLOYMENT STANDARDS POLICY INTERPRETATION AND APPEALS

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7160
Toll Free 1-800-531-5551 (Province-Wide Outside GTA)
Fax (416)314-8725
www.gov.on.ca/lab/main.htm
8:30 - 5:00

The **Employment Standards** Act, 2000 establishes minimum terms and conditions of employment called employment standards. Employment standards include rules on minimum wage, hours of work, overtime pay, paid public **holidays**, **vacation** time and vacation pay, equal pay for equal work, the prevention of **discrimination** in employment-provided benefit plans, **emergency** leave, **pregnancy** leave and parental leave, **lie detector** tests, termination notice or termination pay, **severance** pay, retail **workers**' right to refuse work on Sunday and Public Holidays, and special rules for the **women**'s garment industry. Information about the Employment Standards Act, 2000 can be accessed through our website: http://www.gov.on.ca/lab/es/ese.htm. To file an employment standards claim, or for more information, call the Ministry of **Labour** office in your area. See Regional Offices listing. Office locations can also be accessed through our website: http://www.gov.on.ca/LAB/mol/minoffce.htm.

OCCUPATIONAL HEALTH AND SAFETY BRANCH

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013 (Province-Wide)
Fax (416)326-7242
www.gov.on.ca/lab/ohs/ohse.htm
8:30 - 5:00

The Occupational Health and Safety Branch provides program services related to the Construction Health and Safety Program, the Industrial Health and Safety Program and Mining Health and Safety Program. These services are provided through Regional and District Offices across the province. The programs enforce the Occupational Health and Safety Act and regulations made under the Act. They also administer sections of the Trades **Qualification** and **Apprenticeship** Act, Apprenticeship **Certification** Act, the Atomic Energy Act, and regulations for Uranium and Thorium Mining, and Mining and **X-ray** Safety. Professional and Specialized Services, the Radiation Protection Service and the Materials Testing Laboratory Service provide scientific and technical support to the programs. The branch also assists with the coordination of the development of occupational health and safety regulations.

CONSTRUCTION HEALTH AND SAFETY PROGRAM

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7242
8:30 - 5:00

Within the jurisdiction of the **Occupational Health and Safety** Act, the **Construction** Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among workers in the construction industry including **window cleaning** operations. The program expects **employers** and **employees** to assume primary responsibility for occupational health and safety in the **workplace**. Construction Health and Safety inspectors operate out of Regional and District Offices in Ontario. They inspect construction and window cleaning operations. **Diving** specialists administer the Diving Regulation. The Professional and Specialized Services provides support to these activities.

INDUSTRIAL HEALTH AND SAFETY PROGRAM

14th Flr, 655 Bay St
Toronto M7A 1T7
General Inquiry (416)326-7770
Toll Free 1-800-268-8013
Fax (416)326-7761
8:30 - 5:00

Within the jurisdiction of the **Occupational Health and Safety** Act, the **Industrial** Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among workers in all sectors other than **construction** and mining. The program expects **employers** and **employees** to assume primary responsibility for occupational health and safety in the **workplace**. Industrial Health and Safety officers, operating out of Regional and District Offices throughout the province inspect these establishments for compliance with Occupational Health and Safety Legislation. Professional and Specialized Services provides support to these activities.

INFORMATION AND ADMINISTRATIVE SERVICES

14th Flr, 655 Bay St
Toronto M7A 1T7
(416)326-7731 (Publication Sales)
Fax (416)326-7745 (Publication Sales)
8:30 - 5:00

Information and Administrative Services supports the Occupational **Health and Safety** Information System and produces, publishes and distributes acts, regulations and other material for Occupational Health and Safety and Employment Practices.

MINING HEALTH AND SAFETY PROGRAM

Willet Green Miller Ctr Bldg B
933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5695
Fax (705)670-5698
8:30 - 5:00

Within the jurisdiction of the **Occupational Health and Safety** Act, the **Mining** Health and Safety Program sets, communicates and enforces **standards** that are designed to reduce **injuries** and illness among workers in the mining industry. This applies to **employees** and **employers** in open pits, **quarries**, **metallurgical operations**, sand, clay, shale and gravel pits, **aggregate** plants, peat workings and diamond **drilling** operations. The program expects employers and employees to assume primary responsibility for occupational health and safety in the **workplace**. Mining Health and Safety officers operate out of some regional and district offices in Ontario. They inspect workplaces in the mining industry for compliance with the legislation. They investigate refusals to work, **complaints**, **fatalities** and serious **accidents**. Professional and Specialized Services provides technical expertise to the inspectors.

MATERIALS TESTING LABORATORY

Willet Green Miller Ctr Bldg C
933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5695
Fax (705)670-5710
8:30 - 4:30

By statute, all **wire ropes** used in mine-**hoisting** installations must be tested by the Materials **Testing Laboratory** before use and at intervals during service.

PROFESSIONAL AND SPECIALIZED SERVICES

14th Flr, 655 Bay Street
Toronto M7A 1T7
General Inquiry (416)326-7770
Fax (416)326-7761
8:30 - 5:00

The Professional and Specialized Services unit identifies and reduces the risk of worker injury in the Ontario workplace through the contribution of professional knowledge on the anticipation, recognition, **evaluation** and control of occupational hazards. The service is composed of a multidisciplinary team of professionals who set, communicate and enforce standards; provide **health and safety assessments** of **chemicals**, notifiability of new chemical and biological agents, statistical analysis of occupational health data, and coordination of **training** programs. Professional and Specialized Services engineers provide engineering expertise to the Construction, Industrial

and Mining Health and Safety Programs. Occupational health professionals including physicians, hygienists, ergonomists, scientists and **radiation** technologists provide consultations to help prevent occupational **diseases**.

RADIATION PROTECTION SERVICE

81A Resources Rd
Weston M9P 3T1
General Inquiry (416)235-5922
Fax (416)235-5926
8:30 - 4:30

The **Radiation** Protection Service, which is the primary provincial source of expertise on all matters concerning exposure to radiation, evaluates and controls occupational exposure and provides assistance to other ministries and agencies on exposure of the public to radiation. The service also provides radioanalytical and field support for the Provincial Nuclear Emergency Plan.

REGIONAL OFFICES

CENTRAL REGIONAL OFFICE

Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
(416)326-7160 (GTA)
Toll Free 1-800-268-8013 (Occupational Health and Safety Inquiries)
Toll Free 1-800-531-5551 (Employment Standards Inquiries)
Fax (416)235-5355
8:30 - 5:00

DISTRICT OFFICES

BARRIE
Courthouse
Suite 201, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)722-6642
Fax (705)726-3101
8:30 - 5:00

DURHAM
67 Thornton Rd S
Oshawa L1J 5Y1
General Inquiry (905)433-9416
Toll Free 1-800-263-1195
Toll Free 1-800-531-5551 (Employment Standards Inquiry)
Toll Free 1-800-991-7454 (Industrial Health & Safety Duty Desk)
Fax (905)433-9843 (Employment Standards Program Assistant, Whitby)
8:30 - 5:00

PEEL NORTH
4th Flr, 1290 Central Pky W
Mississauga L5C 4R3
General Inquiry (905)273-7800
Toll Free 1-800-268-2966
Fax (905)615-7078
8:30 - 5:00

PEEL SOUTH
4th Flr, 1290 Central Pky W
Mississauga L5C 4R3
General Inquiry (905)273-7800
Fax (905)615-7098
8:30 - 5:00

TORONTO EAST
Unit 1, 2275 Midland Ave
Scarborough M1P 3E7
General Inquiry (416)314-5300
Fax (416)314-5410 (Employment Standards)
Fax (416)314-5405 (Health & Safety)
8:30 - 5:00

TORONTO NORTH
Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
Fax (416)235-5080
8:30 - 5:00

TORONTO WEST
Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5330
Fax (416)235-5090
8:30 - 5:00

YORK
Unit 102, 1110 Stellar Dr
Newmarket L3Y 7B7
General Inquiry (905)715-7020
Fax (905)715-7140
8:30 - 5:00

EASTERN REGIONAL OFFICE

Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
(613)228-1299 (Employment Standards)
Toll Free 1-800-268-8013 (Occupational Health & Safety)
Toll Free 1-800-267-1916
Toll Free 1-800-531-5551 (Employment Standards)
Fax (613)727-2900
8:30 - 5:00

DISTRICT OFFICES

KINGSTON
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)545-0989
Fax (613)545-9831
8:30 - 5:00

OTTAWA EAST
Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
Fax (613)727-2900
8:30 - 5:00

OTTAWA WEST
Suite 200, 1111 Prince of Wales Dr
Ottawa K2C 3T2
General Inquiry (613)228-8050
Fax (613)727-2900
8:30 - 5:00

PETERBOROUGH
South Tower
3rd Flr, 300 Water St N
Peterborough K9J 8M5
General Inquiry (705)755-4700
Toll Free 1-800-461-1425
Fax (705)755-4724
8:30 - 5:00

NORTHERN REGIONAL OFFICE

Suite 301, 159 Cedar St
Sudbury P3E 6A5
Toll Free 1-800-461-6325 (Within Area Code 705)
Toll Free 1-800-531-5551 (Employment Standards - Call Centre)
Fax (705)564-7435
8:30 - 5:00

DISTRICT OFFICES

SAULT STE MARIE
Roberta Bondar Pl
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-6600
Toll Free 1-800-461-7268 (Health & Safety)
Toll Free 1-800-531-5551 (Employment Standards - Call Centre)
Fax (705)949-9796
8:30 - 5:00

SATELLITE OFFICE - ELLIOT LAKE
2nd Flr, 50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)945-6600 (Sault Ste Marie)
Fax (705)848-8055

SUDBURY EAST
Suite 301, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7400
Toll Free 1-800-461-6325 (Health & Safety)
Toll Free 1-800-531-5551 (Employment Standards - Call Centre)
Fax (705)564-7076
8:30 - 5:00

SUDBURY WEST
Suite 301, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7400
Toll Free 1-800-531-5551 (Employment Standards - Call Centre)
Toll Free 1-800-461-6325 (Health & Safety)
Fax (705)564-7437
8:30 - 5:00

THUNDER BAY
Ontario Government Bldg
2nd Flr Suite 222, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1691
Toll Free 1-800-531-5551 (Employment Standards - Call Centre)
Toll Free 1-800-465-5016 (Health & Safety)
Fax (807)475-1646
8:30 - 5:00

SATELLITE OFFICE - DRYDEN
Ontario Government Bldg
479 Government Rd
Dryden P8N 3B3
General Inquiry (807)223-4898
Toll Free 1-800-465-5016 (Thunder Bay - 807 Area Code Only)
Fax (807)223-4344
8:30 - 5:00

TIMMINS
Ontario Government Complex D Wing
Hwy 101 E
PO Bag 3050
South Porcupine P0N 1C0
General Inquiry (705)235-1900
Toll Free 1-800-531-5551 (Employment Standards - Call Centre)
Toll Free 1-800-461-9847 (Health & Safety)
Fax (705)235-1925
8:30 - 5:00

SATELLITE OFFICE - KAPUSKASING
c/o Ministry of Natural Resources
Hwy 17 W
RR 2
Kapuskasing P5N 2Y3
Toll Free 1-800-461-9847 (Timmins)
Fax (705)335-8330

WESTERN REGIONAL OFFICE

Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Toll Free 1-800-531-5551 (Employment Standards)
Toll Free 1-800-263-6906 (Occupational Health & Safety)
Fax (905)577-1200
8:30 - 5:00

DISTRICT OFFICES

BRANT
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Fax (905)577-1324
8:30 - 5:00

HALTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Fax (905)577-1324
8:30 - 5:00

HAMILTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-6221
Toll Free 1-800-263-6906 (Occupational Health & Safety)
Toll Free 1-800-531-5551 (Employment Standards)
Fax (905)577-1200
8:30 - 5:00

KITCHENER/WATERLOO
Unit G213, 155 Frobisher Dr
Waterloo N2V 2E1
General Inquiry (519)885-3378
Toll Free 1-800-265-2468 (519 Area Code only)
Fax (519)883-5694
8:30 - 5:00

LONDON NORTH
5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)439-2210
Toll Free 1-800-265-1676 (519 & 905 Area Codes)
Fax (519)672-0268
8:30 - 5:00

LONDON SOUTH
5th Flr, 217 York St
London N6A 5P9
General Inquiry (519)439-2210
Toll Free 1-800-265-1676 (519 & 905 Area Codes)
Fax (519)672-0268
8:30 - 5:00

NIAGARA
Garden City Tower
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3994
Toll Free 1-800-263-7260 (905 Area Code Only)
Fax (905)704-3011
8:30 - 5:00

WINDSOR
Ontario Government Bldg
Suite 635, 250 Windsor Ave
Windsor N9A 6V9
General Inquiry (519)256-8277
Toll Free 1-800-265-5140 (519 Area Code)
Fax (519)258-1321
8:30 - 5:00

POLICY, COMMUNICATIONS AND LABOUR MANAGEMENT SERVICES DIVISION

14th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7558
Fax (416)326-7599
8:30 - 5:00

The Policy, Communications and Labour Management Services Division, headed by an Assistant Deputy Minister (ADM), provides the Minister and senior officials with information, analysis and advice to assist in the development, adoption and implementation of policies, programs and legislation related to the workplace. The division includes policy (including Cabinet liaison) and information (correspondence) coordination.

COMMUNICATIONS AND MARKETING BRANCH

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7400
(416)326-7405 (Media Relations Line)
Fax (416)326-7406
8:30 - 5:00

The Communications and Marketing Branch informs the public, client groups and the media about the ministry's activities. The branch also provides communications support to the minister, the deputy minister, program areas and regional offices. Activities include employee and external communications, French Language Services, communications planning, media relations and the production and distribution of information materials. Please refer to each program listing for the inquiry telephone number of your local Ministry of Labour office.

FRENCH LANGUAGE SERVICES

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1407
Fax (416)326-7406
8:30 - 5:00

French Language Services monitors compliance with the French Language Services Act and provides consultation on the planning and effective delivery of services in French across the ministry and its agencies (with the exception of the Workplace Safety and Insurance Appeals Tribunal and Workplace Safety and Insurance Board, which handle these responsibilities themselves). The office also serves as a link between the francophone community and the ministry. Ministry translation services are provided through this office.

EMPLOYMENT AND LABOUR POLICY BRANCH

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-9293
Fax (416)314-5855
8:30 - 5:00

The Employment and Labour Policy Branch is accountable for policy development and legislation affecting employment rights and responsibilites (e.g. The Employment Standards Act, Pay Equity Act) and labour relations (e.g. the Labour Relations Act) in Ontario. As well, the branch conducts research and provides analysis and policy advice on MOL core business activities and OPS and BPS labour relations and employment standards.

LABOUR MANAGEMENT SERVICES

8th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7575
Fax (416)314-8755
9:00 - 5:00

The role of Labour Management Services (LMS) is to further harmonious relations between **employers** and **employees**. The program is provided through the Office of the Director of LMS, the Office of Mediation, the Office of Arbitration, and the Office of **Collective Bargaining** Information (OCBI). The Office of Mediation assists **unions** and employers in the negotiation of Collective Agreements through conciliation and mediation. OCBI offers research and **information services** to unions, management and government in the area of labour relations and collective bargaining, including the preparation of regular reports on negotiated changes in wages and benefit provisions. The Office of Arbitration assists the Minister to carry out the statutory responsibility of constituting boards of arbitration and appointing single arbitrators under Labour Relations Act 1995, Hospital Labour Disputes Arbitration Act, Fire Protection and Prevention Act, 1997 and Ambulance Services Collective Bargaining Act, 2001.

OFFICE OF ARBITRATION

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1300
Fax (416)326-1329
8:00 - 5:00

The Office of **Arbitration** assists the Minister of Labour in carrying out statutory responsibilities for constituting boards of arbitration and appointing single arbitrators under the **Labour Relations** Act, 1995, the Hospital Labour Disputes Arbitration Act, the Fire Protection and Prevention Act, 1997 and the Ambulance Services **Collective Bargaining** Act, 2001. The office is responsible for the receipt and processing of requests from **employers** and **trade unions** for the **appointment** of arbitrators and nominees to boards of arbitration. Activities include identifying individuals qualified to act under ministerial appointment, monitoring the progress of arbitration proceedings and cataloguing arbitration **awards** for public availability. In association with the Labour-Management Advisory Committee, which advises the Minister on matters pertaining to arbitration, the office maintains a roster of qualified **grievance** arbitrators.

OFFICE OF COLLECTIVE BARGAINING INFORMATION

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1260
(416)326-1260 (Library Clerk)
Fax (416)326-1277
8:30 - 5:00

The Office of **Collective Bargaining** Information provides research and analytical support to a variety of clients including government, labour and management. The office compiles and analyzes **labour relations** trends, collective bargaining outcomes, **wages** and benefits, and prepares a number of related reports. In addition to a labour relations/collective bargaining information **database**, an up-to-date collective agreements library is maintained and made available to clients.

EDUCATION INFORMATION SERVICE (EIS)

9th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-1260
Fax (416)325-4134
8:30 - 5:00

The Education Information Service (EIS) is part of the Office of **Collective Bargaining** Information. The unit provides research and analytical support on education sector collective bargaining to a variety of clients including school boards, labour, government, law firms, negotiators and academics. The service compiles and analyses labour relations trends, collective bargaining outcomes, wages and benefits, and prepares a number of related reports. In addition, the education sector collective agreements are made available to clients in the Collective Agreements **Library**.

OFFICE OF MEDIATION

8th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-7358
Fax (416)326-7367
8:30 - 5:00

The Office of **Mediation**'s goals are to foster harmonious **labour relations** and to minimize disruption in the economy arising from **strikes** and **lockouts**. The office provides conciliation and mediation services in order to assist the parties in effecting collective agreements. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts.

ONTARIO-QUEBEC JOBS PROTECTION OFFICE/ONTARIO-QUEBEC POLICY SECRETARIAT

Suite 202, 2378 Holly Lane
Ottawa K1V 7P1
General Inquiry (613)260-8351
Toll Free 1-888-998-9959 (Hotline)
Fax (613)260-8369
8:30 - 5:00

The **Jobs** Protection Office (JPO) assists Ontario **construction** workers and **contractors** in resolving issues related to their ability to work in Quebec, further to bilateral agreements and measures adopted by Ontario and Quebec. It also coordinates enforcement efforts designed to ensure that Ontario legislation pertaining to construction contractors, occupational health and safety, retail sales tax and workplace insurance is complied with. The Ontario-Quebec Policy

Secretariat provides development and support as well as program development to remove barriers that Ontario construction workers and contractors have experienced in trying to work in Quebec.

WORKPLACE INSURANCE, HEALTH AND SAFETY POLICY BRANCH

12th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)326-9299
Fax (416)326-7650
8:30 - 5:00

The Workplace Insurance, Health and Safety Branch leads development of corporate policy and regulations in occupational health and safety and workplace insurance. The branch also provides advice and conducts and coordinates research in these fields. It promotes linkages between injury and illness prevention and workplace insurance by working with partners in the ministry, Workplace Safety and Insurance Board, and designated health and safety entities.

AGENCIES, BOARDS AND COMMISSIONS

GRIEVANCE SETTLEMENT BOARD

The Dundas/Edward Ctr
Suite 600, 180 Dundas St W
Toronto M5G 1Z8
General Inquiry (416)326-1388
Fax (416)326-1396
8:00 - 5:00

The Public Service **Appeal**s Board is the administrative structure that supports two adjudicative agencies: the Crown Employees **Grievance** Settlement Board and the Public Service Grievance Board.

OFFICE OF THE EMPLOYER ADVISER

Suite 704, 151 Bloor St W
Toronto M5S 1S4
General Inquiry (416)327-0020
Toll Free 1-800-387-0774
Fax (416)327-0726
www.gov.on.ca/lab/oea
8:30 - 5:00

The Office of the Employer Adviser (OEA) provides representation, advice and education to primarily those **employers** with fewer than 100 employees, on workplace safety **insurance** matters. Representation is provided in negotiations, **mediation**s, **hearings** and **appeal**s at the **Workplace Safety and Insurance** Board (WSIB) and the Workplace Safety and Insurance Appeals Tribunal (WSIAT). The Employer Adviser plays an important role in Ontario's workplace safety and insurance system by promoting the self-reliance of employers, and by resolving disputes in the workplace safety insurance system. The **OEA** is funded by premiums paid by employers to the WSIB. The OEA is an agency of the Ontario Ministry of Labour that operates independently from the Ministry and from the WSIB.

FIELD OFFICES

HAMILTON
Main Flr, 1 Jarvis St
Hamilton L8R 3J2
Toll Free 1-800-387-0774
Fax (905)577-1324
8:30 - 5:00

LONDON
5th Flr, 217 York St
London N6A 5P9
Toll Free 1-800-387-0774
Fax (519)672-0268
8:30 - 5:00

OTTAWA
Assaly Bldg
2nd Flr, 1111 Prince of Wales Dr
Ottawa K2C 3T2
Toll Free 1-800-387-0774
Fax (613)727-2901
8:30 - 5:00

PETERBOROUGH
South Tower
3rd Flr, 300 Water St
Peterborough K9J 8M5
Toll Free 1-800-387-0774
Fax (705)932-4063
8:30 - 5:00

SAULT STE MARIE
Roberta Bondar Pl
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V8
Toll Free 1-800-387-0774
Fax (705)949-9796
8:30 - 5:00

SUDBURY
Suite 301, 159 Cedar St
Sudbury P3E 6A5
Toll Free 1-800-387-0774
Fax (705)564-7076
8:30 - 5:00

TORONTO
Suite 704, 151 Bloor St W
Toronto M5S 1S4
General Inquiry (416)327-0020
Toll Free 1-800-387-0774
Fax (416)327-0726
8:30 - 5:00

WATERLOO
Unit G, 155 Frobisher Dr
Waterloo N2V 2E1
Toll Free 1-800-387-0774
Fax (519)883-5694
8:30 - 5:00

WINDSOR
Ontario Government Bldg
Suite 635, 250 Windsor Ave
Windsor N9A 6V9
Toll Free 1-800-387-0774
Fax (519)258-1321
8:30 - 5:00

OFFICE OF THE WORKER ADVISER

Suite 1300, 123 Edward St
Toronto M5G 1E2
Toll Free 1-800-435-8980 (Canada-Wide)
Toll Free French 1-800-661-6365 (Canada-Wide)
Fax (416)327-2237
www.gov.on.ca/lab/owa/home.htm
8:30 - 5:00

The Office of the Worker Adviser (OWA) advises, represents and educates injured **workers** with Workplace Safety & **Insurance Board** (WSIB) **claims** through all stages of the **Workplace Safety and Insurance** System, including **appeals** before the Workplace Safety & Insurance Board and Workplace Safety and Insurance Appeals Tribunal. **OWA** services are only available to workers who do not have a union to help them. A resource and **information service** focusing on Workplace Safety and Insurance issues is also available to the public. OWA service is provided outside Toronto through Regional Offices.

CENTRAL REGION

Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
8:30 - 5:00

DOWNSVIEW
Bldg E
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5550
Toll Free 1-800-387-7495 (Canada-Wide)
Fax (416)235-5594
8:30 - 5:00

SUDBURY
Suite 304, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-1621
Toll Free 1-800-461-6372 (Canada-Wide)
Fax (705)564-4126
8:30 - 5:30

WATERLOO
Unit G (213), 155 Frobisher Dr
Waterloo N2V 2E1
General Inquiry (519)888-9063
Toll Free 1-800-265-2466 (Within Area Code 519)
Fax (519)883-5659
8:30 - 5:00

NORTHWEST REGION

3rd Flr Suite 335, 435 South James St
Thunder Bay P7E 6S7
8:30 - 5:00

ELLIOT LAKE
50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)848-6413
Toll Free 1-800-398-3228 (Within Area Codes 705 and 807)
Fax (705)848-2408
8:30 - 5:00

SAULT STE MARIE
Roberta Bondar Pl
Suite 480, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-5861
Toll Free 1-800-461-6023 (Province-Wide)
Fax (705)759-6788
8:30 - 5:00

THUNDER BAY
Ontario Government Bldg
Suite 335, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1280
Toll Free 1-800-465-3966 (Canada-Wide)
Fax (807)475-1283
8:30 - 5:00

TIMMINS
3rd Flr, Suite 303, 60 Wilson Ave
Timmins P4N 2S7
General Inquiry (705)268-3454
Toll Free 1-800-461-9854 (Canada-Wide)
Fax (705)267-3633
8:30 - 5:00

SOUTHWEST REGION

Suite 810, 495 Richmond St
London N6A 5A9
8:30 - 5:00

HAMILTON
1 Jarvis St
Hamilton L8R 3J2
General Inquiry (905)577-1301
Toll Free 1-800-263-9209 (Within Area Codes 905, 519 & 416)
Fax (905)540-9355
8:30 - 5:00

LONDON
Suite 810, 495 Richmond St
London N6A 5A9
General Inquiry (519)873-4490
Toll Free 1-800-265-7924 (Province-Wide)
Fax (519)873-4500
8:30 - 5:00

ST CATHARINES
Garden City Tower
9th Flr, 301 St Paul St
St Catharines L2R 3M8
General Inquiry (905)704-3945
Toll Free 1-800-414-4512 (Within Area Code 905)
Fax (905)704-3019
8:30 - 5:00

WINDSOR
Suite 601, 880 Ouellette Ave
Windsor N9A 1C7
General Inquiry (519)254-7558
Toll Free 1-800-265-5649 (Within Area Code 519)
Fax (519)254-1741
8:30 - 5:00

TORONTO EAST REGION

Suite 1300, 123 Edward St
Toronto M5G 1E2
8:30 - 5:00

MISSISSAUGA
Suite 512, 10 Kingsbridge Garden Cir
Mississauga L5R 3K6
General Inquiry (905)568-2359
Toll Free 1-800-267-3949 (Within Area Codes 905)
Fax (905)568-1086
8:30 - 5:00

OTTAWA
Suite 705, 11 Holland Ave
Ottawa K1Y 4S1
General Inquiry (613)728-2006
Toll Free 1-800-267-6599 (Within Area Code 613)
Fax (613)728-8052
8:30 - 5:00

SCARBOROUGH
Unit 3, 2275 Midland Ave
Scarborough M1P 3E7
General Inquiry (416)325-9846
Toll Free 1-800-268-4343 (Province-Wide)
Fax (416)325-9855
8:30 - 5:00

TORONTO
Suite 1300, 123 Edward St
Toronto M5G 1E2
General Inquiry (416)325-8570
Toll Free 1-800-660-6769 (Canada-Wide)
Fax (416)325-4830
8:30 - 5:00

ONTARIO LABOUR RELATIONS BOARD

2nd Flr, 505 University Ave
Toronto M5G 2P1
General Inquiry (416)326-7500
Fax (416)326-7531
www.gov.on.ca/lab/olrb/home.htm
8:00 - 5:00

The Ontario **Labour Relations** Board is an independent, quasi-judicial tribunal that **adjudicate**s matters under a variety of statutes. The Labour Relations Act, 1995 gives the Board power to deal with specific labour relations matters including: **certification** of a **trade union**, termination of a trade union's bargaining rights, **complaint**s of unfair labour practices, and illegal **strikes** and **lockouts**. The Board also deals with certain applications under the **Occupational Health and Safety** Act and other statutes. The Board also hears **appeal**s of orders or decisions of Ministry Health and Safety Inspectors and **Employment Standards** Officers.

EDUCATION RELATIONS COMMISSION/COLLEGE RELATIONS COMMISSION

2nd Flr, 505 University Ave
Toronto M5G 2P1
General Inquiry (416)326-7500
Fax (416)326-7531
www.gov.on.ca/lab/olrb/home.htm
8:00 - 5:00

The Education Relations Commission (ERC) was established in 1975 to support **collective bargaining** in the education sector. Activities include providing statistical information and analysis in relation to collective bargaining, and advising the Lieutenant Governor-in-Council when a strike or lockout will jeopardize students' education. The College Relations Commission was established in 1975 to oversee collective bargaining between the Ontario Council of Regents for **Colleges** of Applied Arts and Technology (**CAATs**) and the Ontario Public Service Employees Union, representing both academic and support staff. The commission monitors and assists in negotiation, supervises staff votes and advises the Lieutenant Governor-in-Council when a strike or lockout is jeopardizing student education.

PAY EQUITY COMMISSION

11th Flr, 400 University Ave
Toronto M7A 1T7
General Inquiry (416)314-1896
Toll Free 1-800-387-8813
Fax (416)314-8741
8:30 - 5:00

The **Pay Equity** Commission was established to assist all parties in achieving and maintaining pay equity in the workplace. Implementation of Pay Equity is a self-managed process undertaken by **employers** and **employees** or bargaining agents, with minimal involvement, if any, of the commission. The Pay Equity Commission is organized into two separate, independent parts: the Pay Equity Office and the Pay Equity Hearings Tribunal. The Pay Equity Office has a mandate to provide information and **public education**, and **complaint** resolution. The Pay Equity Hearings Tribunal, an independent quasi-judicial adjudicative body, hears and determines all matters and disputes that arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, individual employee, or if the matter is referred to the Tribunal by the Pay Equity Office. See also entries under Pay Equity Hearings Tribunal.

Services offered to the Public:
Pay Equity Publications

PAY EQUITY HEARINGS TRIBUNAL

Suite 201, 505 University Ave
Toronto M5G 2P3
General Inquiry (416)314-0004
TTY (416)314-2379
Toll Free 1-800-668-3946
TTY Toll Free 1-800-424-1168
Fax (416)314-8743
8:30 - 5:00

The **Pay Equity Hearings** Tribunal was established on January 1, 1988. The Hearings Tribunal is a tripartite, quasi judicial tribunal that hears and finally determines all matters or disputes which arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, an individual employee or, if the matter is referred to the Tribunal by a Review Officer of the Pay Equity Office.

WORKPLACE SAFETY AND INSURANCE APPEALS TRIBUNAL (FORMERLY WORKERS' COMPENSATION APPEALS TRIBUNAL)

2nd Flr, 505 University Ave
Toronto M5G 2P2
General Inquiry (416)314-8800
Toll Free 1-888-618-8846
Fax (416)326-5164
Fax (416)326-3558 (Publications & Library)
www.wsiat.on.ca
8:30 - 5:00

The **Workplace Safety and Insurance Appeal**s Tribunal (WSIAT) is the final level of appeal to which **workers** and **employers** may bring Workplace Safety & **Insurance Board** matters regarding entitlement to benefits, health care, **vocational rehabilitation** and re-employment obligations. It also decides appeals from WSIB decisions on **assessment**s, penalties, and transfers of costs, as well as disputes over employer access to workers' files. In addition, the Tribunal decides if a person has the right to sue in **court** instead of making a **compensation** claim. WSIAT is an independent tribunal, separate and apart from the WSIB. Decisions are made by vice-chairs or tripartite panels who are Order in Council appointees.

WORKPLACE SAFETY AND INSURANCE BOARD (FORMERLY WORKERS' COMPENSATION BOARD)

Ground Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
(416)344-4078 (Information Centre)
Toll Free 1-800-387-0750
TTY Toll Free 1-800-387-0050
Fax (416)344-4684 (All Claims Mail)
Toll Free Fax 1-888-313-7373 (All Claims Mail)
www.wsib.on.ca
8:30 - 4:30

Ontario's **Workplace Safety and Insurance** Board (WSIB) plays a key role in the province's **occupational health and safety** system. In addition to its prevention mandate, the **WSIB** facilitates

return to work and provides insurance for **injuries** and illnesses incurred by workplaces covered under the Workplace Safety and Insurance Act. The WSIB is entirely funded by employers.

OPERATIONS DIVISION

19th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
8:30 - 4:30

Operations staff provide frontline services for Ontario **employers** registered with the **Workplace Safety and Insurance** Board, and workers who claim benefits resulting from a workplace **accident**. Work undertaken on behalf of employers includes firm **registration**, **classification** and premium **assessment**, billing and receivables. As well, Operations staff manage all aspects of workers' **compensation** claim administration. This division provides compensation benefits, **medical** assistance to injured workers, and to surviving spouses and dependents in cases of fatal **claims**. Services are available in Toronto, and in district offices in Hamilton, London, Ottawa, Sudbury, Thunder Bay and Windsor. Area offices include Kingston, Kitchener, North Bay, Sault Ste Marie, St. Catharines and Timmins. French and other language services are available.

INDUSTRY SECTORS

19th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000
Toll Free 1-800-387-0750
8:30 - 4:30

The WSIB provides its services to you according to the industry sector in which the major part of your **business** operates. For example, if you as an employer are involved in the smelting or refining of steel or other metals such as iron, zinc, lead, aluminum, or nickel; or if you create any of the various flat or tubular products from these metals, then you are in the Primary Metals sector. The Primary Metals sector together with the Automotive, **Chemical**s/Plastics, Process; Food, **Manufacturing**, and Schedule 2 sectors have set up an advisory group to strengthen prevention initiatives. Other sectors include: **Agriculture**, **Forest** Products and Pulp/Paper, Health Care, **Mining**, Municipal, Education/**Electrical**, Services and Transportation.

AGRICULTURE
South Tower
4th Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4650
Toll Free 1-888-259-4228
8:30 - 4:30

AUTOMOTIVE
3rd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1001
Toll Free 1-800-263-8877
8:30 - 4:30

CHEMICALS/PLASTICS AND PROCESS
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1004
Toll Free 1-800-387-0080
8:30 - 4:30

FOOD
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1001
Toll Free 1-800-263-8877
8:30 - 4:30

FOREST PRODUCTS AND PULP AND PAPER
Suite 200, 1113 Jade Crt
Thunder Bay P7B 6V3
General Inquiry (807)343-1710
Toll Free 1-800-465-3934
8:30 - 4:30

HEALTH CARE
6th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1002
Toll Free 1-800-387-0066
8:30 - 4:30

MANUFACTURING
6th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-4006
Toll Free 1-800-387-0025
8:30 - 4:30

MINING
30 Cedar St
Sudbury P3E 1A4
General Inquiry (705)675-9301
Toll Free 1-800-461-3350
8:30 - 4:30

MUNICIPAL, EDUCATION, ELECTRICAL
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1004
Toll Free 1-800-387-0080
8:30 - 4:30

PRIMARY METALS
120 King St W
Hamilton L8N 4C5
General Inquiry (905)523-1800
Toll Free 1-800-263-8488
8:30 - 4:30

SCHEDULE 2
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1004
Toll Free 1-800-387-0080
8:30 - 4:30

SERVICES
2nd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1007
Toll Free 1-800-387-0080
8:30 - 4:30

TRANSPORTATION
6th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1002
Toll Free 1-800-387-0066
8:30 - 4:30

SMALL BUSINESS SERVICES

19th Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1000

Small **Business** Services is a newer area at the WSIB dedicated to helping you, the small business employer. If you employ less than 20 workers and work in one of the industries above, we're here to provide you with **insurance** coverage and **health and safety** services in a way that's as simple and easy for you as possible.

CONSTRUCTION SECTOR
3rd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1004
Toll Free 1-800-387-0080
Fax (416)344-2039
8:30 - 4:30

HAMILTON SMALL BUSINESS
Plaza Level, 120 King St W
Hamilton L8N 4C5
General Inquiry (905)523-1800
Toll Free 1-800-263-8488
TTY Toll Free 1-800-387-0050
8:30 - 4:30

ST CATHARINES AREA OFFICE
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)687-8622
Toll Free 1-800-263-2484
8:30 - 4:30

KITCHENER SMALL BUSINESS
Suite 502, 55 King St W
Kitchener N2G 4W1
General Inquiry (519)576-4130
Toll Free 1-800-265-2570
TTY Toll Free 1-800-387-0050
8:30 - 4:30

LONDON SMALL BUSINESS
148 Fullarton St
London N6A 5P3
General Inquiry (519)663-2331
Toll Free 1-800-265-4752
TTY Toll Free 1-800-387-0050
8:30 - 4:30

OTTAWA SMALL BUSINESS
Suite 700, 99 Metcalfe St
Ottawa K1P 1E8
General Inquiry (613)237-8840
Toll Free 1-800-267-9601
TTY Toll Free 1-800-387-0050
8:30 - 4:30

KINGSTON AREA OFFICE
Suite 304, 234 Concession St
Kingston K7K 6W6
General Inquiry (613)544-9682
Toll Free 1-800-267-9461
8:30 - 4:30

SUDBURY SMALL BUSINESS
30 Cedar St
Sudbury P3E 1A4
General Inquiry (705)675-9301
Toll Free 1-800-461-3350
TTY Toll Free 1-800-387-0050
8:30 - 4:30

NORTH BAY AREA OFFICE
128 McIntyre St W
North Bay P1B 2Y6
General Inquiry (705)472-5200
Toll Free 1-800-461-9521
8:30 - 4:30

TIMMINS AREA OFFICE
Pine Plaza
Suite 310, 119 Pine St S
Timmins P4N 2K3
General Inquiry (705)267-6427
Toll Free 1-800-461-9856
8:30 - 4:30

THUNDER BAY SMALL BUSINESS
Suite 200, 1113 Jade Crt
Thunder Bay P7C 6V3
General Inquiry (807)343-1710
Toll Free 1-800-465-3934
TTY Toll Free 1-800-387-0050
8:30 - 4:30

SAULT STE MARIE AREA OFFICE
153 Great Northern Rd
Sault Ste Marie P6B 4Y9
General Inquiry (705)942-3002
Toll Free 1-800-461-6005
8:30 - 4:30

TORONTO SMALL BUSINESS
3rd Flr, 200 Front St W
Toronto M5V 3J1
General Inquiry (416)344-1007
Toll Free 1-800-387-0080
TTY Toll Free 1-800-387-0050
8:00 - 4:00

WINDSOR SMALL BUSINESS
2485 Ouellette Ave
Windsor N8X 1L5
General Inquiry (519)972-4254
Toll Free 1-800-265-7380
TTY Toll Free 1-800-387-0050
8:30 - 4:30

ACTS

Crown Employees' Collective Bargaining Act, 1993
Employment Standards Act
Fairness is a Two-Way Street Act (Construction Labour Mobility), 1999
Fire Protection and Prevention Act, 1997 (Part IX)
Government Contracts Hours and Wages Act
Hospital Labour Disputes Arbitration Act
Industrial Standards Act
Labour Relations Act,1995
Ministry of Labour Act
Occupational Helath & Safety Act
One Day's Rest in Seven Act
Pay Equity Act
Public Sector Dispute Resolution Act, 1997
Public Sector Labour Relations Transition Act, 1997
Rights of Labour Act
Smoking in the Workplace Act
Workplace Safety and Insurance Act, 1997

MANAGEMENT BOARD OF CABINET

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-1234
www.gov.on.ca/MBS/english/mbs/index.html
9:00 - 5:00

The Management Board of Cabinet (MBC) is the Committee of Cabinet responsible for the management of the public service and the operations of government. MBC provides central leadership on the management of the government's financial, human and physical resources, which support fiscal and policy priorities. In December 1971, the Management Board of Cabinet Act established the board and its secretariat and gave the board its authority. Officially representing the Government of Ontario as the employer of its public servants, the board consists of a Chair, a Vice-Chair and four to six other members of the Executive Council designated by the Lieutenant-Governor-in-Council. The Management Board Secretariat provides staff support to the board in matters related to the Management Board of Cabinet Act and Public Service Act.

MANAGEMENT BOARD SECRETARIAT

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-1234
Fax (416)325-3407
9:00 - 5:00

Management Board Secretariat (MBS) provides policy advice and support to Management Board of Cabinet, manages government resources and develops the policies and standards for the internal operations of government. This includes: business and resource planning and monitoring; human resources policy and planning; and information/information technology policy and planning. MBS provides administrative and business support services to the OPS and the public either directly or through contracts with private sector providers. Through the Crown agency, the Ontario Realty Corporation, MBS manages provincial real estate assets and accommodation services to support ministries and agencies. The Archives of Ontario acquires, preserves and makes publicly accessible orginal records of enduring value relating to Ontario.

MANAGEMENT BOARD SECRETARIAT - DEPUTY MINISTER

CIVIL SERVICE COMMISSION

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-1630
8:30 - 5:00

The Civil Service Commission functions under the **Public Service** Act and is responsible for monitoring the government's performance as an employer, especially with regard to preserving the merit principle and promoting corporate values. The responsibilities of the commission are to set regulations relating to a wide range of human resource management issues affecting salaries, **classification**s, recruitment, benefits and hours of work, subject to the approval of the Lieutenant-Governor-in-Council. Also, the commission is responsible for considering a wide variety of staffing/recruitment actions and approve non-delegated **appointment**s.

COMMUNICATIONS SERVICES BRANCH

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
Fax (416)327-2817
8:15 - 5:00

The Communications Services Branch provides communications support to the Minister, Deputy Minister and program areas of Management Board Secretariat. Services include: communications planning; consulting and project management; writing; editing; print and web-based publishing (i.e. **topical**, **job mart**, GOJobs web site); issues management; media relations.

LEGAL SERVICES BRANCH

Frost Bldg S
2nd Flr Rm 228, 7 Queen's Park Cres E
Toronto M7A 1Z5
General Inquiry (416)325-9393
(416)325-7894 (Boardroom 1)
(416)325-4202 (Boardroom 2)
Fax (416)325-9404
8:30 - 5:00

Legal Services Branch provides employment/labour law, corporate/commercial, privacy law and administrative law advice and services to MBS and individual ministries. The labour law section deals with proceedings before applicable labour tribunals and the Courts. The commercial/ corporate information technology section provides legal support to MBS to assist it in fulfilling its mandate to provide common services and information technology services to the Government of Ontario and its agencies. The branch also provides legal advice and representation to MBS and individual ministries on privacy law matters. The branch also assists MBS in the drafting of legislation within its jurisdiction.

ARCHIVES OF ONTARIO

3rd Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)327-1600
(416)327-1593 (Vital Statistics Hotline)
(416)327-1582 (Reference Desk)
(416)327-1583 (Reference Desk)
(416)327-1552 (Reference, Photos, Maps, Architectural)
Toll Free 1-800-668-9933 (Province-Wide)
Fax (416)327-1999
www.archives.gov.on.ca
8:15 - 5:00

The **Archives** of Ontario mandate is to acquire, preserve and make publicly accessible for legal, administrative and other **research** purposes, original **records** of enduring value relating to Ontario. This includes records of Ontario's successive governments as well as private manuscripts, published and printed material, maps, architectural drawings, **photographs**, audio, video, and motion picture **film** recordings. The Archives also manages the Government of Ontario **Art** Collection. The Archives provides policy direction and advisory services on recorded information management for the Government of Ontario. Under the Archives Act (1923, amended 1972), the Archivist of Ontario must approve the final disposition of provincial government records.

HUMAN RESOURCES DIVISION

Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-1532
Fax (416)325-1393
8:30 - 5:00

Human Resources Division fulfils the corporate employer role for the OPS by establishing clear and responsive human resources policies, programs and practices for ministry clients, and effectively managing labour relations. The division is responsible for collective bargaining and contract administration with bargaining agents and professional associations, and provide direction and support to ministry clients in the areas of human resources planning, management compensation, youth initiatives, recruitment, learning and development strategy, health and safety, pensions and benefits. The Pension Data Purification, Contingency Planning and Human Resources Services Delivery Review Projects also operate within the division.

CORPORATE LABOUR RELATIONS/NEGOTIATIONS SECRETARIAT

Ferguson Block
7th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-1475
Fax (416)325-1483
Fax (416)325-1472 (Director)
8:30 - 5:00

Corporate Labour Relations/Negotiations Secretariat represents the Crown as the employer in **collective bargaining** and labour relations matters in the OPS. Responsibilities include: labour policy development, supporting ongoing union-management negotiations; coordinating OPS **grievance**s; providing advice/assistance to ministries on a full range of labour relations issues; interpreting collective agreements and Labour Relations issues. Research and Evaluation Section is responsible for the collection/analysis of external, broader public sector and OPS market data, social economic and demographic conditions that affect and influence the compensation practices and conditions of employment in the OPS. The section also responds to external inquiries regarding OPS compensation and support in negotiations. Compensation Policy Section is responsible for overall compensation strategies; developing pay policies/guidelines; developing and maintaining OPS job evaluation systems and pay equity plans.

HUMAN RESOURCES STRATEGIES BRANCH

Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-0074
Fax (416)325-0251
8:30 - 5:00

The Human Resources Strategies Branch develops and implements human resources management strategies, policies, programs and practices that support the role of the Ontario Public Service (OPS) as a corporate employer. It provides strategic advice to, and consultation with, Management Board of Cabinet, ministries and managers on the Human Resources Strategy, staffing, equal opportunity, health and safety, Management Compensation Plan (MCP), performance management, learning and development, and a corporate youth initiatives program.

INTERNAL AUDIT DIVISION

15th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)327-9368
Fax (416)327-9486
8:30 - 5:00

The Internal Audit Division provides objective assurance and consulting services to all government ministries. It assists the government in meeting its business objectives by evaluating and making recommendations to improve the government's risk management, controllership, accountability and governance processes and to improve the effectiveness, efficiency and economy of government operations.

INTERNAL MINISTRY SERVICES DIVISION

Ferguson Block
12th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2863
Fax (416)327-2866
8:30 - 5:00

The Internal Ministry Services Division supports effective decision making within the ministry and for select offices and agencies by providing innovative, proactive analysis, management policies and processes, strategic advice and integrated management information on the following functions: business planning, human resources, finance, accommodation and general administration.

AGENCY RELATIONS OFFICE

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-6706
Fax (416)212-1172
8:30 - 5:00

The Agency Relations Office provides advice and support to the Minister, the Deputy and senior executives in the accountability relationship between Management Board Secretariat (MBS) and its agencies, including the Ontario Realty Corporation (ORC).

BUSINESS PLANNING AND FINANCIAL MANAGEMENT BRANCH

Ferguson Block
9th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-0600
Fax (416)327-3794
8:30 - 5:00

The Business Planning and Financial Management Branch provides business planning, financial management, controllership and office accommodation support to Management Board Secretariat, Ontario Realty Corporation (ORC), the Lieutenant Governor's Office, and corporate projects. Its major activities include: business plan coordination; allocations and multi-year financial plans; controllership; ministry accommodation; financial reporting to support corporate decision-making; control and reconciliation; management of the corporate financial information system.

HUMAN RESOURCES SERVICES BRANCH

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3812
Fax (416)327-4048
8:30 - 5:00

Human Resources Services Branch is responsible for providing a wide range of human resources services to the ministry, its agencies and the Office of the Lieutenant Governor. Services are provided to managers and staff in the following areas: Recruitment and Staffing; Health and Safety; Organization Design; Organizational Development; Career Transition; Labour Relations and Equal Opportunity. These areas also develop ministry policies, procedures and guidelines on a wide range of human resources matters.

QUALITY SERVICE OFFICE

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-6616
Fax (416)327-2806
9:00 - 5:15

The MBS Quality Service Office is responsible for implementing two major initiatives in response to the Cabinet approved Quality Service strategy for the OPS: Common Service Standards and Quality Planning. Service standards are related to telephone, correspondence, walk-in service and complaint resolution protocols. Related ministry practices are monitored to ensure that MBS is responsive to customer needs and queries. The MBS Quality Plan includes a range of initiatives targeted at improving the ministry's service quality through application of best practices.

OFFICE OF THE CORPORATE CHIEF INFORMATION OFFICER (OCCIO)

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)314-8513
Fax (416)327-3264
8:30 - 5:00

The OCCIO, in cooperation with the I&IT clusters, provides leadership and coordination for the I&IT function in government including leading policy and implementation for common infrastructure, governance and accountability and the delivery of cost-effective I&IT services. OCCIO is responsible for I&IT leadership development, corporate procurement and leading the transformation to electronic government (e-Government), enabling Ontario to be a world leader in delivery of government services electronically by 2003. OCCIO manages and delivers a wide range of OPS-wide common services such as corporate procurement, computer processing and network facilities supporting large government applications. The Chief Information Officer is supported by three Corporate Offices: Office of the Corporate Chief Strategist, Office of the Corporate Chief Infrastructure Development and iSERV Ontario - and two branches: Procurement Policy and IT Procurement Programs and Human Resource and Change Management.

HUMAN RESOURCES AND CHANGE MANAGEMENT BRANCH

4th Flr Suite 412, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)326-5513
Fax (416)326-1374
8:30 - 5:00

The Human Resources and Change Management Branch supports the implementation of the Government's Information and Information Technology (I&IT) Strategy. The branch's primary responsibility is to create an environment which ensures retention, attraction, development and the effective use of the OPS' I&IT human resources and to lead and support the transformation of the I&IT organization. The Human Resources and Change Management Branch's responsibilities and client groups span the Office of the Corporate Chief Information Officer and the seven clusters

ISERV ONTARIO

8th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
(416)327-3900 (Service & Operations Centre)
(416)325-3400 (Audio Teleconference Operator, Toronto Booking)
Fax (416)327-3348
8:30 - 4:30

iSERV ONTARIO provides the common infrastructure services, such as processing and communications, from its network of data centres, server farms and vendor partners to all ministries and cluster organizations in support of the government's I&IT agenda.

CORPORATE SECURITY BRANCH

5th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3262

The Corporate Security Branch is responsible for developing security policy and providing operations in the areas of Information Protection, PKI, Security Design and RACF. The branch also coordinates business continuity planning and disaster recovery services for the provincial government.

CUSTOMER SERVICE

10th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3256
8:00 - 5:00

Customer Service is the primary point of contact working with the IT clusters to support the business needs through the deployment of telecommunications and information processing technology. Services include customer account management and consultation regarding service solutions.

DELIVERY SERVICES

8th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3305

iSERV ONTARIO working with Customer Service Branch provides cost-recovery information delivery services to the Government of Ontario. Delivery Services offers a comprehensive package of processing related services that can be tailored to provide an environment that most effectively meets each customer's specific business and application requirements.

PROJECT MANAGEMENT OFFICE

8th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-2535
8:00 - 5:00

The Project Management Office has been created to be a centre of excellence in project and program management.

SERVICES MANAGEMENT

11th Flr, 155 University Ave
Toronto M5H 3B7
General Inquiry (416)327-3333
Fax (416)327-3281

Services Management provides the integration of technology infrastructure solutions to the OPS. Available services are designed, catalogued and priced with established service levels and published metrics. New service requirements are solutioned using internal and/or external service providers. External vendors are managed through supply chain management principles.

OFFICE OF THE CORPORATE CHIEF INFRASTRUCTURE DEVELOPMENT

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-3926
Fax (416)212-2089

The Ontario government is investing in infrastructure projects that together will streamline our internal operations, improve services to the public and, most importantly, work together across ministry lines. These are: Enterprise Information and IT Architecture; Service Desk/IT Services Management (ITSM); Directory and Messaging; Integrated Network; Government Mobile Communications; Desktop Project; End-to-end Security; Integrated Information; Coordinated Client Access; Standardized Application Environment.

GOVERNMENT MOBILE COMMUNICATIONS OFFICE

232 Britannia Rd E
Mississauga L4Z 1S6
General Inquiry (905)890-2479
Fax (905)890-1638
9:00 - 5:00

The Government Mobile Communications Office will pool government communications assets with private sector financing and expertise to meet future mobile communications needs of all

government ministries and the broader public sector. Participants in the project include Public Safety and Security (OPP and Corrections), Ministry of Transportation (highway operations and enforcement), Ministry of Health and Long-Term Care (land ambulance) and Ministry of Natural Resources (fire management and conservation enforcement).

INFRASTRUCTURE PROGRAM MANAGEMENT OFFICE

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)326-5076
Fax (416)314-6021

The Infrastructure Program Management Office coordinates infrastructure program management including the establishment of best practices to help maximize the value of the infrastructure investment in support of OPS progam delivery.

OFFICE OF THE CORPORATE CHIEF STRATEGIST

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2124
Fax (416)314-7710
8:30 - 5:00

The Office of the Corporate Chief Strategist champions the importance of I&IT as a key corporate enabler and driver of business opportunities. It leads the development of corporate-wide I&IT strategy aligned with business directions, and leads and facilitates the development of enterprise plans as well as the development of government-wide I&IT policies and standards. This office helps situate the Ontario government in the broader context of global changes toward e-government and e-business. It ensures the public's right of access to government-held information and protects the individual's right of privacy. It also identifies new and emerging common infrastructure needs and defines the high-level I&IT architecture. It performs the controllership function of I&IT including providing advice to the Management Board of Cabinet on major I&ITdecisions and supporting the corporate governance committees.

CORPORATE ARCHITECTURE BRANCH

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2600
9:00 - 5:00

The Corporate Architecture Branch (CAB) is the custodian of the Enterprise Information and Information Technology (I&IT) Architecture (EA) and technical I&IT standards for the Ontario government. The objective of CAB is to improve business and IT alignment by strengthening the architectural disciplines in the government.

E-GOVERNMENT BRANCH

Ferguson Block
5th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-9491
9:00 - 5:00

The e-Government Branch provides policy leadership for tthe e-government strategy, including support for ESD planning, performance measurement and conrtollership.

INFORMATION AND INFORMATION TECHNOLOGY STRATEGY, POLICY, PLANNING AND MANAGEMENT BRANCH

Ferguson Block
8th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2187
9:00 - 5:00

Information and Information Technology Strategy, Policy, Planning and Management Branch provides leadership for I&IT strategy and policy deveoplment, planning activities and financial management for the Ontario. SPPM is also manages the province's Freedom of Information and Privacy legislation.

PROCUREMENT POLICY AND IT PROCUREMENT BRANCH

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
(416)327-3555 (Supplier & Broader Public Sector Information - Voice Mail Only)
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:00 - 5:00

The Procurement Policy and IT Procurement Branch is responsible for the development of the government's procurement policy framework, the preparation of requests for proposals and negotiating and managing government-wide contracts for information and information technology (hardware, services and software). The branch also provides strategic procurement advice, training and services to government ministries and agencies and supports supplier development and the ongoing implementation of Ontario's interprovincial trade agreements.

IT PROCUREMENT PLANNING SECTION

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-1042
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:00 - 5:00

The IT Procurement Planning Section undertakes research, analysis, and business case development to support the establishment of new corporate IT contracts based on evolving Ontario Government requirements and IT market trends. The section establishes and manages enterprise-wide software contracts, vendor of record arrangements, and licensing agreements. It also develops and coordinates branch vendor knowledge products and provides advice and interpretation on corporate software acquisition policy and practice.

IT PROCUREMENT SERVICES SECTION

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-1042
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:00 - 5:00

IT Procurement Services Section provides corporate IT procurement services by establishing enterprise-wide IT contracts, developing and managing corporate contracts for IT hardware and services, and providing advice to OPS clients and other stakeholders (i.e. Broader Public Sector, vendor community) on IT procurement processes and strategies.

POLICY AND STRATEGIC ADVICE SECTION

Ferguson Block
6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3474
Fax (416)327-3573
www.ppitpb.gov.on.ca
8:00 - 5:00

The Policy and Strategic Advice Section manages and provides advice on Ontario's corporate procurement policies and practices, as well as trade agreements as they apply to both provincial procurement and procurement by the Broader Public Sector.

PROGRAM MANAGEMENT AND ESTIMATES DIVISION

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-9406
Fax (416)325-4993
8:30 - 5:00

The Program Management and Estimates Division provides strategic advice to support the decision making of Management Board of Cabinet, which is responsible for managing the public service and ensuring cost-effective, efficient, business-like government operations. The division supports Management Board of Cabinet by developing and managing the business planning process, and the in-year monitoring of operating funding to programs and ministries; putting mechanisms in place to measure the government's performance and holding ministries accountable for meeting performance standards and savings targets; setting corporate management policies; providing advice to ministries on government priorities, policies and procedures; and developing and managing Management Board's administrative directives and guidelines.

BUSINESS PLANNING AND EXPENDITURE MANAGEMENT BRANCH

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2021
Fax (416)327-2136
8:30 - 5:00

The Business Planning and Expenditure Management Branch in concert with the Cabinet Office, the Ministry of Finance and others, develops the multi-year business planning process for the

Government of Ontario. It is also responsible for the coordination and production of the annual Printed Estimates. The branch is also responsible for in-year monitoring of all operating expenditures, staff strength and severance costing; and for providing operational and logistical support to Management Board of Cabinet.

CORPORATE POLICY BRANCH

Frost Bldg S
2nd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2053
Fax (416)325-0438
8:30 - 5:00

The Corporate Policy Branch develops corporate policies and provides strategic advice to Management Board of Cabinet (MBC) and ministries on the effective and accountable management of government resources. The branch develops, coordinates and manages MBC directives and guidelines; leads the OPS quality service strategy; leads the government with Program Evaluation Strategy and administers the central governance framework for arms-length agencies.

RESOURCES AND ECONOMIC DEVELOPMENT BRANCH

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-2061
Fax (416)325-1220
8:30 - 5:00

The Resources and Economic Development Branch provides strategic advice to Management Board of Cabinet on financial, policy, staffing and other resource issues arising from ministries with resource and economic development-related responsibilities. The branch is responsible for working with ministries in the development of ministry spending plans and advising on changes to those plans through the fiscal year.

SOCIAL AND JUSTICE BRANCH

Frost Bldg S
3rd Flr, 7 Queen's Park Cres
Toronto M7A 1Y7
General Inquiry (416)327-0168
Fax (416)327-2186
8:30 - 5:00

The Social and Justice Branch provides strategic advice to Management Board of Cabinet on financial, policy, staffing and other resource issues arising from social and justice policy field ministries. The branch is also responsible for working with ministries in the development of ministry spending plans and advising on changes to those plans through the fiscal year.

SHARED SERVICES BUREAU

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB/WIN Contact Centre)
(416)325-0889 (Reception)
Fax (416)314-3960
8:30 - 5:00

The Shared Services Bureau (SSB) provides business support services to ministries and agencies across the OPS, replacing many individual internal administration services that had been provided within each ministry. Services include financial processing, purchasing, payroll management and processing, benefits administration, generic training, and general administration services, e.g. translation, collections.

FINANCE SERVICE DELIVERY BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB/WIN Contact Centre)
(416)325-0889 (Reception)
Fax (416)326-4992
8:30 - 5:00

The Finance Service Delivery Branch provides accounting services to the OPS for: expenditures, non-tax revenue, accounting adjustments and related internal financial controls; productions of payments; reconciliation of bank accounts and cheques follow-up services and debt collection services. In addition, this branch is responsible for the application maintenance of ministry corporate financial systems.

COLLECTION MANAGEMENT UNIT

6th Flr Suite 610, 790 Bay St
Toronto M5G 1N8
General Inquiry (416)326-0500
Toll Free 1-800-387-5604 (Within Area Codes 905, 705, 613, 519, 807 and 416)
Fax (416)326-0526
8:30 - 5:00

The Collection Management Unit manages the collection of overdue non-tax **debts** owing to the government.

GENERAL ADMINISTRATIVE SERVICES DELIVERY BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)314-3435
(416)326-9300 (SSB/WIN Contact Centre)
Fax (416)327-4246
8:30 - 5:00

The General Administrative Services Delivery Branch provides Ontario government ministries with operational support services, including: risk management and insurance services; official documents; information management consulting; information storage and retrieval services; surplus assets management; distribution; mail and print services; translation and terminology services; forms management services.

OFFICIAL DOCUMENTS SERVICES

9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)325-8416
Fax (416)325-8434
8:30 - 5:00

The Official **Documents** Services section will verify the authenticity of **affidavit**s and **records** notarized by Ontario government officials/**notary** publics when, for example, proof of residency is required by foreign officials. It also provides government ministries with a number of other services, such as preparing **certificates** bearing the Great Seal of Ontario and the Privy Seal of the Lieutenant-Governor, for government appointments.

GOVERNMENT MAIL AND PRINT SERVICES

Macdonald Block
Rm M2B-18, 77 Wellesley St W
Toronto M7A 1N3
(416)325-6245 (Mail Service Line: 325-MAIL)
(416)327-2679 (Print & Lettershop Line: 327-COPY)
Fax (416)327-2648
8:30 - 5:00

Government Mail and Print Services (GMPS) provides full mail, print and lettershop services to client minitries in the Queen's Park vicinity, Downsview Office complex, 777 Bay Street, and the Stone Road complex in Guelph and St. Catharines. The lettershop, located in the Macdonald Block, provides mail list management services and mass mail services including addressing, labelling, folding and inserting. The print operations provide print, bindery and design services at five locations, as well as optional photocopier fleet management.

GOVERNMENT TRANSLATION SERVICE UNIT

9th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)327-2711
(416)327-2723 (French Terminology Hotline)
Fax (416)327-2753
Fax (416)327-5541 (French Terminology)
www.onterm.gov.on.ca
8:30 - 5:00

The Government **Translation** Service (GTS) Unit provides translation and terminology services for the Ontario Government and specified agencies for the official languages (English and **French**). This includes: managing the standing agreements, setting corporate quality standards, managing large or complex translation projects and maintaining TTS, a corporate Web-based tool for requesting and tracking translations. GTS also promotes standardization of French terminology specific to the Ontario government through the development and promotion of corporate terminology standards and linguistic usage standards for French-language communications in the OPS. This includes providing official French equivalents for Ontario government titles, such as those used for business cards, letterhead and program-related material and maintaining the ONTERM Web site.

ASSETS AND DISTRIBUTION

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)327-3446
Fax (416)326-8167
8:15 - 4:30

Assets and Distribution is a mandatory common service responsible for providing an efficient and effective mechanism for the redeployment or disposal of the government's **surplus** moveable assets, and management of the External Asset Program to developing countries. The Distribution Centre provides distribution services of MTO Licensing and Control, stock and forms.

RISK MANAGEMENT AND INSURANCE SERVICES UNIT

6th Flr, 700 University Ave
Toronto M7A 2S4
General Inquiry (416)314-3445
Fax (416)314-3444
8:30 - 5:00

The Risk Management and Insurance Services Unit purchases insurance for the government. It also advises all Ontario ministries and special-purpose bodies on the controlling of risks, management of losses, and loss exposures with/without insurance coverage.

HUMAN RESOURCES SERVICE DELIVERY BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB/WIN Contact Centre)
(416)325-0889 (Reception)
Fax (416)325-1725
8:30 - 5:00

The Human Resources Service Delivery Branch is responsible for the administration of OPS-wide services such as pay and benefits, generic training, the Employment Transition Fund, youth employment programs, business support and quality assurance.

STRATEGIC PROCUREMENT BRANCH

6th Flr, 700 University Ave
Toronto M7A 2S4
(416)326-9300 (SSB/WIN Contact Centre)
(416)325-0889 (Reception)
Fax (416)326-4992
8:30 - 5:00

The Strategic Procurement Branch manages procurement transactions in the Ontario Public Service and enterprise-wide initiatives such as fleet management. The branch also provides procurement support to individual ministries.

AGENCIES, BOARDS AND COMMISSIONS

ADVERTISING REVIEW BOARD

Macdonald Block
2nd Flr Rm M2-56, 900 Bay St
Toronto M7A 1N3
General Inquiry (416)327-2183
Fax (416)327-2179
8:00 - 4:00

The **Advertising** Review Board monitors advertising policy, oversees the advertising agency selection process and ensures government policy standards are met.

ONTARIO PENSION BOARD

Suite 1100, 1 Adelaide St E
Toronto M5C 2X6
General Inquiry (416)364-8558
Toll Free 1-800-668-6203 (Within Canada & USA)
Fax (416)364-7578
www.opb.on.ca
8:00 - 5:00

The Ontario **Pension** Board (OPB) administers the Public Service Pension Plan (the "Plan") in accordance with the Public Service Pension Act, the Pension Benefits Act, the Income Tax Act (Canada) and other relevant legislation. The management and most of the non-Ontario Public Service Employees' Union (OPSEU) represented employees of the Ontario Public Service and its agencies, including members of the Ontario Provincial Police, are the members of the Plan. The OPB also administers, on behalf of the employers, certain insured benefit plans for its pensioners. The OPB also manages the Public Service Pension Fund and related investment processes. Ontario Public Service employees who are members of OPSEU are covered by the OPSEU Pension Trust. The OPB also administers, on behalf of Management Board of Cabinet, certain aspects of the Ontario Provincial Judges Pension Plan.

ONTARIO REALTY CORPORATION

Ferguson Block
11th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-3937
Toll Free 1-877-863-9672
Fax (416)327-1906
www.orc.on.ca

The Ontario Realty Corporation was established in 1993 as a crown corporation. The ORC provides a broad range of **real estate** services including, construction project management, facilities management, portfolio management and asset rationalization on behalf of Management Board Secretariat. The ORC has a clear line of accountability: the President and Chief Executive Officer is responsible to the Board of Directors which, in turn, is accountable to the Chair of Management Board of Cabinet.

OPSEU PENSION TRUST

Suite 1200, 1 Adelaide St E
Toronto M5C 3A7
General Inquiry (416)681-6161
(416)681-6100 (Pensioner Services)
Toll Free 1-800-906-7738 (Canada-Wide)
Fax (416)681-6175
www.optrust.com
8:00 - 5:00

The OPSEU **Pension** Trust (OPTrust) administers the Pension Plan and manages the Fund and related investment processes for OPSEU members who are employed by the Ontario government and agencies, boards and commissions that are participating employers in the plan. In addition, members of the Ontario Liquor Control Board Employees Union (OLBEU) and the Canadian Union of Public Employees (CUPE) Local 3096 are members of the Plan, as are employees of the OPSEU Pension Trust. Members who retire with a pension from OPTrust may qualify for post-retirement benefits coverage provided by their employers and administered by Great-West Life.

PROVINCIAL JUDGES PENSION BOARD

Ferguson Block
13th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-8395
Fax (416)327-8402

Provincial Judges **Pension** Board authorizes payments of benefits to provincial judges and administers the Provincial Judges Benefits Plan.

ACTS

Archives Act
Capital Investment Plan Act, 1993 (in respect to the Ontario Realty Corporation)
County of Middlesex Act, 1979
Flag Act
Floral Emblem Act
Freedom of Information and Protection of Privacy Act
Lobbyists Registration Act, 1998
Management Board of Cabinet Act
Ministry of Government Services Act
Municipal Freedom of Information and Protection of Privacy Act
Ontario Public Service Employees' Union Pension Act, 1994
Public Service Act
Public Service Pension Act
Treasury Board Act, 1991

MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING

17th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7041
www.mah.gov.on.ca
8:30 - 5:00

The Ministry of Municipal Affairs and Housing's goal is an Ontario made up of strong communities, each with dynamic local economies and an attractive quality of life. The ministry promotes efficient local governments committed to excellence, accountable to taxpayers and responsive to local needs. The ministry works for a housing market that serves the full range of housing needs of Ontarians, protects tenants, encourages private sector building and provides opportunities for affordable housing. The ministry also has responsibility for rural affairs and for urban affairs, and works to promote strong, efficient and effective local governments in both the rural and urban areas.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

17th Flr, 777 Bay St
Toronto M5G 2E5
(416)585-7041 (Customer Assistance)
Fax (416)585-6227
8:30 - 5:00

Communications Branch provides advice, consultation and communication services to the Ministry of Municipal Affairs and Housing and its agencies. It coordinates and monitors the delivery of French language services for the ministry.

RURAL AFFAIRS

Ministry responsibilities include ensuring that rural Ontario's concerns are represented in government decision-making and programs; supporting local and regional economic development and coordinating rural economic development initiatives across the government.

ECONOMIC DEVELOPMENT

3rd Flr S, 1 Stone Rd W
Guelph N1G 4Y2
Toll Free 1-877-424-1300
Fax (519)826-3567
8:30 - 5:00

Economic Development provides information, resources and support to rural communities to increase their capacity to undertake local and regional based economic development, and to the rural business sector to support their efforts in business planning, economic analysis, succession planning and project management. Key clients include rural businesses, municipalities, economic development officers, non-government organizations.

Services offered to the Public:
Rural Economic Development

RURAL SECRETARIAT

3rd Flr NW, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4790
Toll Free 1-877-424-1300
Fax (519)826-4336
8:30 - 5:00

The Rural Secretariat administers the Ontario Small Town and Rural Development (OSTAR) initiative. OSTAR - Infrastructure is a program to improve the quality of infrastructure in Ontario's rural areas, towns and small cities. The Rural Economic Development (RED) Program of OSTAR provides support for local and regional economic development initiatives.

Services offered to the Public:
Ontario Small Town and Rural Development Initiative (OSTAR) - Infrastructure
Rural Economic Development (RED) Program - Ontario Small Town and Rural Development Initiative (OSTAR)

BUSINESS MANAGEMENT DIVISION

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7209
Fax (416)585-6191
8:30 - 5:00

For inquiries related to the following services, please refer to the Shared Services Bureau under Management Board Secretariat: financial processes such as accounts payable, accounts receivable and financial system maintenance; mail, print and records management services; payroll and benefits; purchasing and strategic procurement services.

FREEDOM OF INFORMATION AND PRIVACY UNIT

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7663
Fax (416)585-7122
8:30 - 5:00

Freedom of Information and Privacy Unit provides strategic coordination and advice for the implementation of the Freedom of Information and Privacy Act in the ministry.

Services offered to the Public:
Freedom of Information and Protection of Privacy

ORGANIZATIONAL EFFECTIVENESS BRANCH

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6820
Fax (416)585-7259
8:30 - 5:00

The Organizational Effectiveness Branch provides expertise and consultation in assessing, diagnosing and aligning the organizational structure and processes, with the ministry's business goals. It leads the design, development and implementation of human resources and labour

management initiatives, which support the strategic and tactical needs of the organization; provides expertise and strategic support on change management and organizational renewal; champions a learning culture within the ministry by promoting the application of innovative and effective approaches to learning to meet current and future competencies; and develop strategies to maintain and build on a positive labour management relationship within the ministry.

LOCAL GOVERNMENT DIVISION

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6320
Fax (416)585-6463
8:30 - 5:00

Local Government Division is responsible for the development of policies, legislation and regulations related to municipal government structure, finance and accountability, as well as the development of strategies for consultation with municipalities, municipal organizations and client groups.

MUNICIPAL PERFORMANCE AND ACCOUNTABILITY BRANCH

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6022
Fax (416)585-6161
8:30 - 5:00

The **Municipal** Performance and Accountability Branch (MPAB) develops and implements initiatives and policies which improve the capacity of local governments to deliver better services to taxpayers in a more accountable manner. MPAB is responsible for the Municipal Performance Measurement Program (MPMP) and the municipal Financial Information Return (FIR), initiatives aimed at improving municipal service delivery, municipal procurement policies and other municipal accountability measures.

MUNICIPAL SERVICES DIVISION

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6429
Fax (416)585-6445
9:00 - 5:00

The Municipal Services Division designs and delivers statutory, program, education and advisory services to municipalities and other clients to promote strong local governments and effective community planning.

MUNICIPAL PROGRAMS AND EDUCATION BRANCH

3rd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7296
Fax (416)585-7292
8:30 - 5:00

Municipal Programs and Education Branch assists Municipal Service Offices by developing tools and processes for effective service delivery, identifying best practices, acting as information broker, and designing education and training. Administrates grant programs and **disaster** relief.

Services offered to the Public:
Ontario Disaster Relief Assistance Program
Shoreline Property Assistance Program

MUNICIPAL SERVICES OFFICES

Municipal Services Offices (MSOs) provide training, education and ongoing operational guidance to municipal clients with the aim of developing strong and accountable local governments. MSOs respond to anticipate municipal issues and trend of provincial interest, communicate key government priorities to municipal stakeholders, and assist municipalities to access government programs and to capitalize on best practices in municipal finance and administration. MSOs also deliver education and advisory services to promote effective community planning and provide a 'one window' planning service for provincial input, review, decision-making and **appeal** of planning applications. Services offered to the public: **Land use planning** approvals where MAH is the approval authority. Land use planning education, training and communications.

CENTRAL MUNICIPAL SERVICES OFFICE
2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6226 (Durham, York, Peel, Halton, Simcoe, Muskoka, Dufferin, Niagara, Hamilton-Wentworth, Toronto)
Toll Free 1-800-668-0230 (Durham, York, Peel, Halton, Simcoe, Muskoka, Dufferin, Niagara, Hamilton-Wentworth, Toronto)
Fax (416)585-6882
8:30 - 5:00

EASTERN MUNICIPAL SERVICES OFFICE
Rockwood House
8 Estate Lane
Kingston K7M 9A8
General Inquiry (613)548-4304 (Frontenac, Haliburton, Hastings Lanark, Leeds and Greenville, Lennox & Addington, Northumberland)
Toll Free 1-800-267-9438 (Ottawa, Prescott-Russell, Prince Edward, Stormont, Dundas/ Glengarry, Kawartha Lakes, Refrew, Peterb)
Fax (613)548-6822
8:30 - 5:00

NORTHEASTERN MUNICIPAL SERVICES OFFICE
Suite 401, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-0120
Toll Free 1-800-461-1193 (Cochrane, Algoma, Manitoulin, Sudbury,Parry Sound, Nipissing, Timiskaming)
Fax (705)564-6863
8:30 - 5:00

NORTHWESTERN MUNICIPAL SERVICES OFFICE
Suite 223, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1651
Toll Free 1-800-465-5027 (Thunder Bay, Kenora, Rainy River)
Fax (807)475-1196
8:30 - 5:00

SOUTHWESTERN MUNICIPAL SERVICES OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
(519)873-4020 (Elgin, Essex, Grey, Haldimand, Norfolk, Huron, Chatham-Kent, Lambton, Middlesex, Oxford, Perth)
Toll Free 1-800-265-4736 (Waterloo, Brant, Bruce, Wellington)
Fax (519)873-4018
8:30 - 5:00

PLANNING AND DEVELOPMENT DIVISION

14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6778
Fax (416)585-6467
8:30 - 5:00

The Planning and Development Division is responsible for policy development and the implementation of initiatives in the areas of land use planning, building regulations and the promotion of a strong housing market.

BUILDING AND DEVELOPMENT BRANCH

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6666
Fax (416)585-7455
Fax (416)585-7531
obc.mah.gov.on.ca
8:30 - 5:00

The Building and Development Branch is responsible for the regulatory framework for the **construction** of **buildings** under the Ontario Building Code and for the maintenance of existing buildings through **municipal** property **standards**. The branch develops and contributes to provincial policy with respect to the regulatory framework for the development of **housing**.

Services offered to the Public:
Building Regulation

MARKET HOUSING BRANCH

13th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7519
Fax (416)585-7607
8:30 - 5:00

The Market **Housing** Branch provides the policy and regulatory framework which promotes a healthy and efficient housing market in Ontario by assisting developers of affordable housing, supporting consumer protection legislation, and preparing research and analysis of the housing market.

SOCIAL HOUSING BRANCH

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7236
Fax (416)585-7003
8:30 - 4:45

The province completed the transfer of social **housing** administration to 47 municipal service managers in 2002. The Social Housing Branch manages the province's contingent liability for social housing and continues to perform ongoing provincial responsibilities as prescribed in the Social Housing Reform Act, 2000.

PROVINCIAL PLANNING AND ENVIRONMENTAL SERVICES BRANCH

14th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6014
Toll Free 1-800-935-0696
Fax (416)585-4245
Fax (416)585-4006
8:30 - 5:00

The Provincial Planning and Environmental Services Branch provides leadership in **land use planning** through the development of policy and legislation, including the Planning Act, for the improvement of Ontario's planning system. It articulates matters of provincial interest, through the Provincial Policy Statement, development plans and area specific policy statements, as required. The branch fosters excellence in planning through the identification and promotion of new planning practices.

SMART GROWTH SECRETARIAT

16th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6746
Fax (416)585-7639
www.smartgrowth.gov.on.ca
8:30 - 5:00

The Smart Growth Secretariat provides leadership in the development of a made-in-Ontario Smart Growth agenda. Smart Growth will result in integrated decision-making that brings together all levels of government and other stakeholders on issues such as transportation, infrastructure, land use, the environment, housing and public investment to create a higher quality of life. Smart Growth is a vision for a strong economy, strong community and a clean and healthy environment.

AGENCIES, BOARDS AND COMMISSIONS

BUILDING CODE COMMISSION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6503
Fax (416)585-7531
obc.mah.gov.on.ca
8:30 - 5:00

The **Building Code** Commission resolves disputes related to the interpretation of and sufficiency of compliance with the Ontario Building Code's technical requirements. Typically, the parties to such disputes are building officials and building **permit** applicants or persons to whom orders have been issued.

Services offered to the Public:
Resolution of Building Code Disputes

ONTARIO HOUSING CORPORATION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7236
Fax (416)585-7003
8:30 - 5:00

Ontario **Housing** Corporation (OHC) is an agency of the Ministry of Municipal Affairs and Housing. With the passage of the Social Housing Reform Act, 2000, OHC transferred its public housing to municipal control effective, January 1, 2001.

ONTARIO MORTGAGE CORPORATION

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7183
Fax (416)585-7140
8:30 - 5:00

The Ontario Mortgage Corporation is a corporate entity reporting to the Minister of Municipal Affairs and **Housing** through a board of directors. The corporation is responsible for administering **mortgages** made available by the Province of Ontario.

ONTARIO RENTAL HOUSING TRIBUNAL

12th Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-7295
Fax (416)585-6363
Toll Free 1-888-332-3234 (Public Information)
General Inquiry (416)645-8080 (Greater Toronto Area Public Information)
www.orht.gov.on.ca
8:30 - 4:30

The Ontario Rental **Housing** Tribunal is an independent agency which is responsible for resolving applications filed under the Tenant Protection Act. Twenty offices across the province provide information about the Act, the tribunal's procedures and **landlord and tenant** matters. We also distribute forms and information brochures and conduct **hearings** to **adjudicate** landlord-tenant disputes.

Services offered to the Public:
Adjudication of Landlord/Tenant Applications
Landlord/Tenant Application Processing
Mediation

TRIBUNAL OFFICES

CENTRAL ONTARIO REGIONAL OFFICE
Suite 550, 4 Robert Speck Pky
Mississauga L4Z 1S1
General Inquiry (416)645-8080
Toll Free 1-888-332-3234
Fax (905)279-7286

BARRIE CLIENT SERVICE OFFICE
Suite 303, 34 Simcoe St
Barrie L4N 6T4
Toll Free 1-888-332-3234
Fax (705)739-6630

EASTERN REGIONAL OFFICE
4th Flr, 255 Albert St
Ottawa K1P 6A9
Toll Free 1-888-332-3234
Fax (613)787-4024

KINGSTON CLIENT SERVICE OFFICE
The Ontario Government Ctr, Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
Toll Free 1-888-332-3234
Fax (613)536-7220

NORTHERN REGIONAL OFFICE
Suite 1003, 199 Larch St
Sudbury P3E 5P9
Toll Free 1-888-332-3234
Fax (705)564-4118

THUNDER BAY CLIENT SERVICE OFFICE
Suite 223, 435 James St S
Thunder Bay P7E 6S7
Toll Free 1-888-332-3234
Fax (807)473-3077

SOUTHERN REGIONAL OFFICE
14th Flr, 119 King St W
Hamilton L8P 4Y7
Toll Free 1-888-332-3234
Fax (905)521-7870

ST CATHARINES CLIENT SERVICE OFFICE
9th Flr, 301 St Paul St
St Catharines L2R 7R4
Toll Free 1-888-332-3234
Fax (905)704-3969

SOUTHWESTERN REGIONAL OFFICE
Suite 400, 150 Dufferin Ave
London N6A 5N6
Toll Free 1-888-332-3234
Fax (519)679-7290

KITCHENER CLIENT SERVICE OFFICE
Suite 401, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-888-332-3234
Fax (519)571-5057

OWEN SOUND CLIENT SERVICE OFFICE
1050 Second Ave E
Owen Sound N4K 2H7
Toll Free 1-888-332-3234
Fax (519)371-6336

WINDSOR CLIENT SERVICE OFFICE
6th Flr, 880 Ouellette Ave
Windsor N9A 1C7
Toll Free 1-888-332-3234
Fax (519)973-1421

TORONTO EAST/DURHAM REGIONAL OFFICE
Unit 2, 2275 Midland Ave
Toronto M1P 3E7
General Inquiry (416)645-8080
Toll Free 1-888-332-3234
Fax (416)314-8649

DURHAM CLIENT SERVICE OFFICE
Unit 1, 1916 Dundas St E
Whitby L1N 9J4
General Inquiry (416)645-8080
Toll Free 1-888-332-3234
Fax (905)723-3773

PETERBOROUGH CLIENT SERVICE OFFICE
Suite S 209, 300 Water St
Peterborough K9J 3C7
Toll Free 1-888-332-3234
Fax (905)755-3011

TORONTO NORTH REGIONAL OFFICE
Suite 700, 47 Sheppard Ave E
Toronto M2N 5X5
General Inquiry (416)645-8080
Toll Free 1-888-332-3234
Fax (416)314-9567

TORONTO SOUTH REGIONAL OFFICE
2nd Flr, 79 St Clair Ave E
Toronto M4T 1M6
General Inquiry (416)645-8080
Toll Free 1-888-332-3234
Fax (416)326-9838

ACTS

Barrie-Innisfil Annexation Act, 1981
Barrie-Vespra Annexation Act, 1984
Brantford-Brant Annexation Act, 1980
Building Code Act, 1992
City of Cornwall Annexation Act, 1974
City of Gloucester Act, 1980
City of Greater Sudbury Act, 1999
City of Hamilton Act, 1975
City of Hamilton Act, 1999
City of Hazeldean-March Act, 1978
City of Kawartha Lakes Act, 2000
City of London Act, 1990
City of Nepean Act, 1978
City of Ottawa Act, 1999
City of Ottawa Road Closing & Conveyance Validation Act, 1981
City of Port Colborne Act, 1974
City of Sudbury Hydro-Electric Service Act, 1980
City of Thorold Act, 1975
City of Thunder Bay Act, 1968-69
City of Timmins-Porcupine Act, 1972
City of Toronto Act, 1997
City of Toronto Act, 1997 (No. 2)
Commercial Tenancies Act
Community Economic Development Act, 1993
County of Haliburton Act, 1982
County of Oxford Act
County of Simcoe Act, 1993
Development Charges Act, 1997
District Municipality of Muskoka Act
District of Parry Sound Local Government Act, 1979
Elderly Persons' Housing Aid Act
Geographic Township of Hansen Act, 1986
Greater Toronto Services Board Act, 1998
Housing Development Act
Line Fences Act
Local Government Disclosure of Interest Act, 1994
Local Improvement Act
London-Middlesex Act, 1992
Ministry of Municipal Affairs and Housing Act
Municipal Act
Municipal Act, 2001
Municipal Affairs Act
Municipal Arbitrations Act
Municipal Boundary Negotiations Act
Municipal Conflict of Interest Act
Municipal Corporations Quieting Orders Act
Municipal Elderly Residents' Assistance Act
Municipal Elections Act, 1996
Municipal Extra-Territorial Tax Act
Municipal Franchises Act
Municipal Interest and Discount Rates Act
Municipal Private Acts Repeal Act, 1983
Municipal Subsidies Adjustment Repeal Act, 1976

Municipal Tax Assistance Act
Municipal Tax Sales Act
Municipal Unemployment Relief Act
Municipal Works Assistance Act
Municipal and School Tax Credit Assistance Act
Municipality of Shuniah Act, 1936
North Pickering Development Corporation Act, 1974
Oak Ridges Moraine Conservation Act, 2001
Oak Ridges Moraine Protection Act, 2001
Ontario Housing Corporation Act
Ontario Municipal Employees Retirement System Act
Ontario Municipal Supports Grants Act
Ontario Planning and Development Act, 1994
Ottawa-Carleton Amalgamations and Elections Act, 1973
Planning Act
Police Village of St. George Act, 1980
Public Parks Act
Public Utilities Act
Public Utilities Corporations Act
Regional Municipalities Act
Regional Municipality of Durham Act
Regional Municipality of Halton Act
Regional Municipality of Niagara Act
Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980
Regional Municipality of Peel Act
Regional Municipality of Waterloo Act
Regional Municipality of York Act
Road Access Act
Rural Housing Assistance Act, 1952
Sarnia-Lambton Act, 1989
Shoreline Property Assistance Act
Snow Roads and Fences Act
Social Housing Reform Act, 2000
Statute Labour Act
Tax Sales Confirmation Act, 1974
Tenant Protection Act, 1997
Territorial Division Act
Tom Longboat Act, 1980
Toronto Islands Residential Community Stewardship Act, 1993
Town of Haldimond Act, 1999
Town of Moosonee Act, 2000
Town of Norfolk Act, 1999
Town of Wasaga Beach Act, 1973
Township of North Plantagenet Act, 1976
Township of South Dumfries Act, 1989
Wharfs and Harbours Act

MINISTER RESPONSIBLE FOR NATIVE AFFAIRS

11th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
www.nativeaffairs.jus.gov.on.ca
8:30 - 5:00

ONTARIO NATIVE AFFAIRS SECRETARIAT

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00

The Ontario **Native** Affairs Secretariat supports the Minister Responsible for Native Affairs. It conducts **land** claim negotiations on behalf of the province; implements land claim settlements to remove barriers to investment in order to enhance economic opportunities for **Aboriginal** and non-Aboriginal communities; and represents the interests of the province in self-government negotiations between Canada and First Nations. It works and partners with Aboriginal businesses and organizations, corporate Ontario, the private sector, provincial ministries and the federal government to promote Aboriginal self-reliance and economic development. The Secretariat also develops provincial policy and works with other ministries to coordinate the government's overall approach to Aboriginal matters, and maintains relations with First Nations, Metis, Inuit, and Aboriginal organizations such as Friendship Centres, the federal government, stakeholders and the public.

OFFICE OF THE SECRETARY

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00

The Secretary for Native Affairs develops and implements strategic directions and corporate priorities on Aboriginal issues in support of the Minister Responsible for Native Affairs. The Secretary also leads the senior management team in the management of day-to-day operations and communications. The Secretary for Native Affairs is supported by the Office of the Secretary.

ABORIGINAL/FEDERAL RELATIONS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00

The Aboriginal/Federal Relations Branch is responsible for coordinating and maintaining relationships with Aboriginal communities, organizations and people, the federal government and other provincial governments in regard to Aboriginal matters.

COMMUNICATIONS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4779
8:30 - 5:00

The Communications Branch provides communications expertise, services and advice. The branch supports the Secretariat's core businesses and goals through the delivery of strategic and effective communications, and assists with all government communications related to Aboriginal matters.

CORPORATE ABORIGINAL POLICY AND MANAGEMENT

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00

The Corporate **Aboriginal** Policy and Management Branch provides corporate management, policy development and coordination, and policy advice on Aboriginal matters. The branch manages implementation of the Building Aboriginal Economies Strategy and delivery of several of its programs (Working Partnerships, Aboriginal Community Capital **Grants** Program, Ontario Aboriginal **Economic Development** Program). It also administers transfer payments and provides ONAS with financial and administrative planning, telecommunications, operations and human resources support.

LEGAL SERVICES BRANCH

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-4017
8:30 - 5:00

The Legal Services Branch provides Aboriginal law expertise and legal services and advice to support the Secretariat's core businesses and goals. The Branch also liaises with other legal branches in government on Aboriginal and related law matters.

NEGOTIATIONS

4th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4740
Fax (416)326-0542
8:30 - 5:00

The Negotiations Branch researches land claims, conducts land claim negotiations, implements negotiated settlements and represents Ontario in federally led self-government negotiations.

NEGOTIATIONS - PEMBROKE, INFORMATION CENTRE - ALGONQUINS OF GOLDEN LAKE LAND CLAIM
Ontario Government Bldg
31 Riverside Dr
PO Box 220
Pembroke K8A 8R6
General Inquiry (613)732-8081
Fax (613)732-7136
8:30 - 5:00

NEGOTIATIONS - THUNDER BAY
Suite 101, 421 S James St
Thunder Bay P7E 2V6
General Inquiry (807)473-3132
Fax (807)473-3153
8:30 - 5:00

ACTS

Indian Lands Act, 1924
Indian Lands Agreement Confirmation Act, 1989
Manitoulin, Barrie and Cockburn Islands Land Act, 1990

MINISTRY OF NATURAL RESOURCES

Whitney Block
6th Flr Rm 6630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2000
www.mnr.gov.on.ca

The purpose of the Ministry of Natural Resources is to provide opportunities for resource development and outdoor recreation for the continuous economic and social benefit of the people of Ontario; and to administer, protect and conserve public lands and waters. The ministry's programs are concerned with the use of the physical resources of land, water, trees, fish, animals and certain minerals for resource utilization and recreation.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

Whitney Block
Rm 3440, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2101
Fax (416)314-2102
8:30 - 4:30

Communications Services Branch maintains records of the Ministry of Natural Resources news releases, speeches, factsheets and other publications, displays and audio-visual products produced by the branch. Mailing lists and fax numbers are also maintained to facilitate distribution. Films, video tapes, still photos and portable displays are maintained primarily for Ministry of Natural Resources use. Publications and video-cassettes are available to the public through the Natural Resource Information Centres in Toronto, Peterborough and through some local ministry offices.

LEGAL SERVICES BRANCH

Whitney Block
Rm 3420, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2003
Fax (416)314-2030

Legal Services Br provides legal advice to the Minister, Deputy Minister & staff of all divisions across the MNR. MNR lawyers in the Branch provide legal advice on more than 40 provincial statutes which are administered by the Minister of Natural Resources, or under which the Minister has responsibility. These statutes deal with resource mgmt and conservation issues, such as forestry, provincial parks, conservation authorities, fisheries, wildlife, water resources, aviation, firefighting, public lands & aboriginal resource matters.The Branch also interprets statutes & legislation, & reviews & provides legal advice on MNR policies.Staff prepare legislation, regulations, orders in council, agreements, leases & licences. They also draft contracts & negotiate dispute settlements.The Branch assists in the preparation of civil cases affecting MNR, & represents MNR at hearings before administrative tribunals. The Branch prosecutes significant cases & pursues appeals if necessary.

MINING AND LANDS COMMISSIONER

24th Flr, 700 Bay St
PO Box 330
Toronto M5G 1Z6
General Inquiry (416)314-2320
Fax (416)314-2327

The Office of the **Mining** and Lands Commissioner is an independent administrative tribunal responsible for hearing and deciding **appeals** under legislation administered by the Ministries of Natural Resources and Northern Development and Mines, including the Mining Act, the **Conservation** Authorities Act, the **Aggregate** Resources Act and others.

CORPORATE MANAGEMENT DIVISION

Whitney Block
6th Flr Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1900
Fax (416)314-1901
8:30 - 4:30

Corporate Management Division provides leadership in strategic management, business and fiscal planning, land use planning strategy, controllership, administrative policy development, central agency liaison, human resources, organizational learning, program evaluation, assets and facilities management, revenue management, risk assessment, performance measurement, employee health and safety, and management of relationships with internal and external service providers.

FINANCE AND BUSINESS SERVICES BRANCH

North Tower
3rd Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1855
Fax (705)755-2508
8:30 - 4:30

The Finance and Business Services Branch is responsible for corporate financial administration and management support services. This includes corporate accounting, controllership, accommodation management, asset management, financial planning and analysis, business consulting services, corporate suppot services and liaison with the shared Services Bureau. In addition, the branch is responsible for the Leslie M. Frost Centre - an OPS staff training facility.

HUMAN RESOURCES BRANCH

Robinson Pl
3rd Flr, South Tower, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2125
Fax (705)755-3108
8:30 - 4:30

The Human Resources Branch provides leadership for the ministry's human resources program in support of the ministry business goals and objectives. This includes delivery of advisory services to managers who have primary responsibility for human resources management. The branch provides ministry human resources management direction through effective policies and business practices that are supplemental to corporate directives, collective agreements, and legislation. The

primary areas of responsibility include occupational health & safety; human resources planning, learning, diversity, revitalization, youth programs, staff relations, staffing, compensation, French language services, public education, and recognition and awards. The branch also is the liaison on human resources matters with Shared Services Bureau, Management Board Secretariat, and applicable bargaining agents.

HUMAN RESOURCES - FIELD SERVICES DIVISION
922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-8620
Fax (807)475-2312
Fax (807)475-1527 (Thunder Bay)
Fax (705)564-7942 (Sudbury)
Fax (705)235-1273 (South Porcupine)
Fax (705)755-3289 (Peterborough)
Fax (613)258-3920 (Kemptville)
Fax (519)773-9014 (Aylmer)
Fax (807)274-5553 (Fort Frances)
Fax (807)727-2861 (Red Lake)

HUMAN RESOURCES - FOREST DIVISION
Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-5809
Fax (705)945-5970

HUMAN RESOURCES - NATURAL RESOURCE MANAGEMENT DIVISION/ CORPORATE SERVICES DIVISION
3rd Flr S, 300 Water St
Peterborough K9J 3C7
General Inquiry (705)755-2634
Fax (705)755-1338

HUMAN RESOURCES - SCIENCE AND INFORMATION RESOURCES DIVISION
Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)755-3157
Fax (705)945-5970

POLICY AND PLANNING COORDINATION BRANCH

Whitney Block
Rm 5520, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1915
Fax (416)314-1948

The Policy and Planning Coordination Branch provides the ministry with strategic advice and services in the area of business planning, central agency liaison, fiscal strategy and control, budget management, corporate priority agenda coordination, evaluation and audit. It also leads the review and implementation of the ministry's management and performance measure systems. Policy and Planning Coordination Branch is a service oriented branch which relies on strong working relationships with the rest of the ministry to fulfill its mandate.

FIELD SERVICES DIVISION

Whitney Block
Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-9075
Fax (416)314-2629
8:30 - 4:30

Field Services Division is MNR's local presence in communities across the province, delivering integrated programs on the frontlines of resource management through the Ministry's three regions and 25 districts. The division delivers a complex array of programs including provincial enforcement, native affairs, fisheries, **forest**s and provincial lands in addition to such ministry resources as finance, facilities and engineering infrastructure, equipment and vehicles. Staff with

a wide range of resource management experience work in area teams that are located both in district offices and in 17 area offices. The offices and staff in the division are the principal window to MNR for members of the public, for clients and for stakeholders.

ENFORCEMENT BRANCH

Robinson Pl
6th Flr S, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1447
Fax (705)755-1757

The **Enforcement** Branch of Field Services Division provides assistance, advice and direction to ministry staff at all levels, on a variety of compliance and law enforcement matters. The branch is responsible for the development, coordination and delivery of an Integrated Provincial Compliance Program which focuses on the promotion, monitoring and enforcement aspects of compliance. The branch liaises and networks with other compliance and enforcement agencies, collects intelligence information on resource violators at a regional and provincial level, reviews and provides direction on the execution of search warrants and coordinates the planning and execution of special **investigations**.

NATIVE AFFAIRS UNIT

Robinson Pl
5th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1826
Fax (705)755-1372

The **Native** Affairs Unit provides leadership to the ministry in the development and evaluation of all **land** and natural resource management responsibilities as they relate to Native people and ensures Native issues are reflected and complemented in land and natural resource management decisions, policies and strategies. The Unit also liaises with Ontario's Native communities, the Ontario Native training and development initiatives, and negotiation and litigation efforts.

REGIONS (NORTHEAST, NORTHWEST, SOUTHCENTRAL)

The ministry's Regions (NE, NW, SC), listed separately, ensure coordinated delivery of programs on an ecologically sustainable basis. The regional directors lead, and are accountable for successful program delivery at both the regional and district level. Regional staff leads resource management, planning and development within the region. Their functions include: providing resource program coordination; providing specialized information and consultative advice regarding resource management issues, in support of district and area teams; developing strategic land-use and resource management plans for the region; approving resource management plans for each area; developing science and technology applications and transferring them to those who will use them; and providing engineering, aviation, **fire** management and emergency response services. A number of regional program staff report to other divisions, but continue to be part of the regional team.

NORTHEAST REGION
Ontario Government Complex
Hwy 101 E
PO Bag 3020
South Porcupine P0N 1H0
(705)235-1157 (Northeast Region Office Only)
Fax (705)235-1246
Fax (705)235-1226 (Regional Director - Confidential)

CHAPLEAU DISTRICT
190 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710
Fax (705)864-0681

FIRE MANAGEMENT HEADQUARTERS - CHAPLEAU (EAST FIRE REGION)
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710
Fax (705)864-1376

COCHRANE DISTRICT
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-4365
Fax (705)272-7183

FIRE MANAGEMENT HEADQUARTERS - COCHRANE (EAST FIRE REGION)
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-7136
Fax (705)272-7151
Fax (705)362-7515 (Hearst)

MOOSONEE AREA OFFICE
Ontario Government Bldg
Revillion Rd
PO Box 190
Moosonee P0L 1Y0
General Inquiry (705)336-2987
Fax (705)336-2983

EAST FIRE REGION
Unit 14A, 2621 Skead Rd
Postal Bag 500
Garson P3L 1W3
General Inquiry (705)564-6019
Fax (705)564-6033

HEARST DISTRICT
613 Front St
PO Box 670
Hearst P0L 1N0
General Inquiry (705)362-4346
Fax (705)372-2245 (Including Missinaibi West Area Team)

KAPUSKASING AREA OFFICE
Government Rd
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)335-6191
Fax (705)337-9345 (Including Kapuskasing Area Team)

KIRKLAND LAKE DISTRICT
10 Government Rd E
PO Box 910
Kirkland Lake P2N 3K4
General Inquiry (705)568-3222
Fax (705)568-3200

NORTH BAY DISTRICT
3301 Trout Lake Rd
North Bay P1A 4L7
(705)475-5550 (North Bay District)
Fax (705)475-5500 (Including Temagami, Tomiko & Wasi Area Teams)
8:15 - 4:30

FIRE MANAGEMENT HEADQUARTERS - NORTH BAY (EAST FIRE REGION)
3301 Trout Lake Rd
North Bay P1A 4L7
General Inquiry (705)475-5550
Fax (705)475-5559

SAULT STE MARIE DISTRICT
64 Church St
Sault Ste Marie P6A 3H3
General Inquiry (705)949-1231
Fax (705)949-6450
8:00 - 4:30

BLIND RIVER AREA OFFICE
62 Queen Ave
PO Box 190
Blind River P0R 1B0
General Inquiry (705)356-2234
Fax (705)356-7441
8:00 - 4:30

FIRE MANAGEMENT HEADQUARTERS - SAULT STE MARIE (EAST FIRE REGION)
64 Church St
Sault Ste Marie P6A 3H3
General Inquiry (705)949-1231
Fax (705)949-6450

SUDBURY DISTRICT
Suite 5, 3767 Hwy 69 S
Sudbury P3G 1E7
General Inquiry (705)564-7823
Fax (705)564-7879
8:15 - 4:30

ESPANOLA AREA OFFICE
148 Fleming St
Espanola P3E 1R8
General Inquiry (705)869-1330
Fax (705)869-4620
8:00 - 4:30

FIRE MANAGEMENT HEADQUARTERS - SUDBURY (EAST FIRE REGION)
Sudbury Airport Complex
Unit 14-A, 2621 Skead Rd
Postal Bag 500
Garson P3L 1W3
General Inquiry (705)564-6000
Fax (705)564-6059

TIMMINS DISTRICT
Ontario Government Complex
Hwy 101 E
PO Bag 3090
South Porcupine P0N 1H0
General Inquiry (705)235-1300
Fax (705)235-1377 (Including Nighthawk & Mattagani Area Teams)
Fax (705)235-1331 (Warehouse)
Fax (705)755-1373 (Fire)

FIRE MANAGEMENT HEADQUARTERS - TIMMINS (EAST FIRE REGION)
Hwy 101 E
Postal Bag 3090
South Porcupine P0N 1H0
General Inquiry (705)235-1300
Fax (705)267-1373 (Timmins)
Fax (705)642-9715 (Kirkland Lake)

GOGAMA AREA OFFICE
2000 Low Ave
PO Box 129
Gogama P0M 1W0
General Inquiry (705)894-2000
Fax (705)894-2040

WAWA DISTRICT
Hwy 101
PO Box 1160
Wawa P0S 1K0
General Inquiry (705)856-2396
Fax (705)856-7511

FIRE MANAGEMENT HEADQUARTERS - WAWA (EAST FIRE REGION)
Hwy 101
PO Box 1160
Wawa P0S 1K0
General Inquiry (705)856-2396
Fax (705)856-4849

MANITOUWADGE AREA OFFICE
Postal Bag Service
Manitouwadge P0T 2C0
General Inquiry (807)826-3225
Fax (807)826-4631

NORTHWEST REGION
Ontario Government Bldg
Suite 221a, 435 S James St
Thunder Bay P7E 6S8
General Inquiry (807)475-1471
Fax (807)473-3023

DRYDEN DISTRICT
479 Government Rd
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)223-3341
Fax (807)223-2824

FIRE MANAGEMENT HEADQUARTERS - DRYDEN (WEST FIRE REGION)
Ghost Lake Rd
PO Box 850
Dryden P8N 2Z5
General Inquiry (807)937-7350
Fax (807)937-7349

IGNACE AREA OFFICE
Hwy 599
PO Box 448
Ignace P0T 1T0
General Inquiry (807)934-2233
Fax (807)934-2304

FORT FRANCES DISTRICT
922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-5337
Fax (807)274-5553
Fax (807)274-4438

ATIKOKAN AREA OFFICE
108 Saturn Ave
Atikokan P0T 1C0
General Inquiry (807)597-6971
Fax (807)597-6185

FORT FRANCES FIRE MANAGEMENT HEADQUARTERS
922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-8643
Fax (807)274-5337

KENORA DISTRICT
808 Robertson St
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)468-2501
Fax (807)468-2736

FIRE MANAGEMENT HEADQUARTERS - KENORA (WEST FIRE REGION)
Airport Rd
RR 1, PO Box 5080
Kenora P9N 3X9
General Inquiry (807)548-1919
Fax (807)548-5412
8:00 - 4:30

NIPIGON DISTRICT
5 Wadsworth
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)887-5000
Fax (807)887-2993

GERALDTON AREA OFFICE
208 Beamish Ave
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-1030
Fax (807)854-0335

GERALDTON FIRE MANAGEMENT HEADQUARTERS
Operation Base
Hwy 11 Kenogamisis Lake
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-0558
Fax (807)854-1788

TERRACE BAY AREA OFFICE
PO Box 280
Terrace Bay P0T 2W0
General Inquiry (807)825-3205
Fax (807)825-3400

RED LAKE DISTRICT
227 Howey St
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2870
Fax (807)727-3182 (Fire Headquarters)
Fax (807)727-2861 (District Office)
8:00 - 5:00

FIRE MANAGEMENT HEADQUARTERS - RED LAKE (WEST FIRE REGION)
Forestry Point
PO Box 5003
Red Lake P0V 2M0
General Inquiry (807)727-2000
Fax (807)727-3182
8:00 - 4:30

SIOUX LOOKOUT DISTRICT
49 Prince St
PO Box 309
Sioux Lookout P8T 1A6
General Inquiry (807)737-5027
Fax (807)737-3581 (District Manager)
Fax (807)737-1813
8:00 - 4:30

FIRE MANAGEMENT HEADQUARTERS - SIOUX LOOKOUT (WEST FIRE REGION)
Hwy 72
PO Box 309
Sioux Lookout P8T 1A6
General Inquiry (807)737-1145
Fax (807)737-3530

THUNDER BAY DISTRICT
Ontario Government Bldg
Suite B001, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1471
Fax (807)475-1527

FIRE MANAGEMENT HEADQUARTERS - THUNDER BAY (WEST FIRE REGION)
1580 Arthur St W
Thunder Bay P7K 1A6
General Inquiry (807)476-2200
Fax (807)476-2312

WEST FIRE REGIONAL OFFICE
Ghost Lake Rd
PO Box 850
Dryden P8N 2Z5
General Inquiry (807)937-4402
Fax (807)937-6060

SOUTHCENTRAL REGION
Robinson Pl South Tower
4th Flr S, 300 Water St
PO Box 7000
Peterborough K9J 8M5
(705)755-2000 (Government Information Centre)
Fax (705)755-1677 (Government Information Centre)
Fax (705)755-3233 (Regional Office)

AURORA DISTRICT
50 Bloomington Rd W
Aurora L4G 3G8
General Inquiry (905)713-7400
Fax (905)713-7415 (District Manager)
Fax (905)713-7359 (Mailroom)
Fax (905)713-7429 (Enforcement)
Fax (905)713-7360 (3rd Flr)
Fax (905)713-7361 (4th Flr)

AYLMER DISTRICT
353 Talbot St W
Aylmer N5H 2S8
General Inquiry (519)773-9241
Fax (519)773-9014
Fax (519)773-4014 (Including Aylmer Area Team)
8:00 - 4:30

CHATHAM AREA OFFICE
870 Richmond St W
Chatham N7M 5J5
General Inquiry (519)354-7340
Fax (519)354-0313
8:00 - 4:30

BANCROFT DISTRICT
106 Monck St
PO Box 500
Bancroft K0L 1C0
General Inquiry (613)332-3940
Fax (613)332-0608
Fax (613)332-3672 (District Manager)

HALIBURTON FIRE MANAGEMENT HEADQUARTERS
Wallings Rd
PO Box 120
Haliburton K0M 1S0
General Inquiry (705)457-2107
Fax (705)457-1884

MINDEN AREA OFFICE
Hwy 35 By-Pass
PO Box 820
Minden K0M 2K0
General Inquiry (705)286-1521
Fax (705)286-4355
8:30 - 5:00

GUELPH DISTRICT
1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)826-4955
Fax (519)826-4929
8:00 - 4:30

HURON/PERTH AREA OFFICE
100 Don St
PO Box 819
Clinton N0M 1L0
General Inquiry (519)482-3428
Fax (519)482-5031

NIAGARA AREA OFFICE
4890 Victoria Ave N
PO Box 5000
Vineland L0R 2E0
General Inquiry (905)562-4147
Fax (905)562-1154

KEMPTVILLE DISTRICT
Provincial Government Bldg
Concession Rd
PO Box 2002
Kemptville K0G 1J0
General Inquiry (613)258-8204
Fax (613)938-6627 (Cornwall)
Fax (613)936-1803
Fax (613)258-3920
Fax (613)342-7544 (Brockville)
Fax (613)267-2964 (Perth)
8:00 - 4:30

KEMPTVILLE FIRE MANAGEMENT HEADQUARTERS
Concession Rd
PO Box 2002
Kemptville K0G 1J0
General Inquiry (613)258-8204
Fax (613)258-3920

MIDHURST DISTRICT
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7500
Fax (705)725-7584 (Including Simcoe East & Grey/Dufferin Area Teams)
8:00 - 4:30

OWEN SOUND AREA OFFICE
1450 7th Ave E
Owen Sound N4K 2Z1
General Inquiry (519)376-3860
Fax (519)372-3305 (Including Grey/Bruce Area Team)
8:00 - 4:30

OWEN SOUND FIRE MANAGEMENT HEADQUARTERS
1450 7th Ave E
Owen Sound N4K 2Z1
General Inquiry (519)371-5294
Fax (519)371-5037
Fax (519)773-9014 (Aylmer)

PARRY SOUND DISTRICT
7 Bay St
Parry Sound P2A 1S4
(705)746-4201 (Parry Sound District)
Fax (705)746-8828 (Including Park Sound Area Team)

BRACEBRIDGE AREA OFFICE
Hwy 11 N & 1350 High Falls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)645-8747
Fax (705)645-8372

FIRE MANAGEMENT HEADQUARTERS - PARRY SOUND (EAST FIRE REGION)
7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)746-4201
Fax (705)746-9740

PEMBROKE DISTRICT
31 Riverside Dr
Pembroke K8A 8R6
General Inquiry (613)732-3661
Fax (613)732-2972
Fax (613)732-5539 (Secure)

PETERBOROUGH DISTRICT
South Tower
1st Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2001
Fax (705)755-3125

BELLEVILLE WORKCENTRE
c/o St James Whitney Complex
350 Dundas St W
Belleville K8P 1B2
General Inquiry (613)967-1684

KINGSTON AREA OFFICE
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5700
Fax (613)531-5730

LINDSAY WORKCENTRE
322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)755-2001
Fax (705)324-7619

TWEED WORKCENTRE
c/o Tweed Work Ctr
Old Troy Rd
Postal Bag 70
Tweed K0K 3J0
General Inquiry (613)478-2330
Fax (613)478-1389

FORESTS DIVISION

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6746
Fax (705)945-5977

The Forests Division is committed to sustainable forest management - healthy forests providing balanced environmental, social and economic benefits now and for the future. Ontario is a recognized world leader in its forest and forest fire management programs and practices. Sustainable forest management is critical to a dynamic provincial economy. Our Division's three Branches - Forest Management, Industry Relations, and Aviation and Forest Fire Management - work with MNR's field organization and stakeholders to ensure that this vision is met. The expert support and advice provided by Forests Division staff to forest users will ensure the wise use of Ontario's forests for generations to come.

AVIATION AND FOREST FIRE MANAGEMENT BRANCH

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-5949
Fax (705)945-5785 (Forest Fire Management)
Fax (705)945-5959 (Director's Office)

The **Aviation** and **Forest Fire** Management Branch of the Ministry of Natural Resources provides forest fire management services for the province including fire management policies and strategies, fire prevention and detection, and the basic resources for managing forest fires; aviation flight and maintenance crews and equipment in support of forest fire management, and other specialized aviation services, including non-scheduled air transport to all government ministries and agencies; and coordination of **emergency** planning for **flood** and fire.

FOREST MANAGEMENT BRANCH

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6661
Fax (905)427-1480 (Program Adviser)
Fax (705)945-6667

The role of **Forest** Management Branch (FMB) is to provide leadership and direction in the management of Ontario's forest resources. The branch coordinates the development and implementation of forest legislation, policies, programs, **standards** and related forest management planning mechanisms. Forest Management Branch also leads initiatives to establish and maintain mechanisms for evaluating forest management practices and enhancing competency to meet standards to ensure forest sustainability.

INDUSTRY RELATIONS BRANCH

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6644
Fax (705)945-6667

The role of the Industry Relations Branch (IRB) is to provide a high level of service to the **forest** industry. The Ministry of Natural Resources has actively assisted Ontario's forest industry for many years; however, it was only in September 1999, that this important industry was recognized through the creation of a dedicated ministry branch, the Industry Relations Branch. The creation of IRB signals MNR's commitment to work collaboratively with industry to manage Ontario's forests and, more specifically, to implement the Ontario's Living Legacy land-use planning strategy. IRB will advocate on behalf of the forest industry while ensuring that the public interest in ecological sustainability is addressed. The Branch is also responsible for leading and providing direction in the management of Ontario's forest resources, specifically as it relates to **wood** supply, licensing, wood measurement, economic development opportunities, and softwood lumber trade issues.

NATURAL RESOURCE MANAGEMENT DIVISION

Whitney Block
Rm 6540, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-2000
Toll Free 1-800-667-1940
Fax (416)314-1994
8:30 - 4:30

The Natural Resource Management Division provides leadership and direction for a number of the ministry's resource management programs. The division leads programs for the province's fish, wildlife, parks, Crown lands and **waters**. The division is also responsible for the delivery of certain natural resource management programs, including fish **hatcheries**, the provincial parks system, and the management of the **Great Lakes**.

FISH AND WILDLIFE BRANCH

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1939
Fax (705)755-1900
Fax (705)755-1845 (Director's Office)

The Fish and **Wildlife** Branch is responsible for providing leadership and direction for the management of Ontario's **fisheries** and wildlife resources. The branch coordinates the development, implementation and improvement of fisheries and wildlife legislation, policies, programs, standards and related management mechanisms, including marketing and client services. In addition, it leads the development and implementation of fisheries and wildlife partnership programs. The branch also represents the ministry in initiatives to involve clients and stakeholders in management decisions related to these resources, and in provincial, national and international agencies and organizations that deal with these matters. The branch leads and directs the management of **Great Lakes** fisheries and is responsible for Ontario's fish culture operations. It also manages the Outdoors Card and **licensing** programs, associated information systems and "draws" related to allocation of wildlife resources.

FISH CULTURE STATIONS

BLUE JAY CREEK FISH CULTURE STATION
RR 1
Tehkumah P0P 2C0
General Inquiry (705)859-3006

CHATSWORTH FISH CULTURE STATION
PO Box 219
Chatsworth N0H 1G0
General Inquiry (519)794-2340
Fax (519)794-4627

DORION FISH CULTURE STATION
RR 1
Dorion P0T 1K0
General Inquiry (807)857-2322
Fax (807)857-2253

HARWOOD FISH CULTURE STATION
PO Box 79
Harwood K0K 2H0
General Inquiry (905)342-2860
Fax (905)342-2149

HILLS LAKE FISH CULTURE STATION
RR 2
Englehart P0J 1H0
General Inquiry (705)544-8006
Fax (705)544-8616

NORMANDALE FISH CULTURE STATION
RR 1
Vittoria N0E 1W0
General Inquiry (519)426-3142
Fax (519)426-3144

NORTH BAY FISH CULTURE STATION
10521 Hwy 63
Redbridge P0H 2A0
General Inquiry (705)663-2311
Fax (705)663-1139

RINGWOOD FISH CULTURE STATION
13232 Hwy 48
Stouffville L4A 7X3
General Inquiry (905)640-6204
Fax (905)640-6206

TARENTORUS FISH CULTURE STATION
Fish Hatchery Rd
RR 5
Sault Ste Marie P6A 6J8
General Inquiry (705)949-7271
Fax (705)949-5243

WHITE LAKE FISH CULTURE STATION
RR 2
Sharbot Lake K0H 2P0
General Inquiry (613)335-2115
Fax (613)335-2652

LANDS AND WATERS BRANCH

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1204
Fax (705)755-1201
8:30 - 4:30

The Lands and **Water**s Branch leads and directs the management of Ontario's Crown land, water, **aggregate** and **petroleum** resources through development, implementation and improvement of related partnership programs. It also leads and supports programs and initiatives that promote the protection and sustainability of natural **heritage** features and values on private land. In addition the Branch coordinates activity in meeting Environmental Assessment Act and Environmental Bill of Rights obligations and in undertaking socio-economic analysis. The Branch liaises with **Conservation** Authorities, administers the **Crown Land** Registry Program to preserve Crown **land** title integrity and leads programs to protect human life, property and natural resource values from natural hazards such as **flood**s, drought and erosion.

ONTARIO PARKS

6th Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
Toll Free 1-800-667-1940
Fax (705)755-1701
www.ontarioparks.com/
8:30 - 4:30

Ontario **Parks** plans, protects, develops and operates Ontario's system of provincial parks. Ontario has a world renowned park system, made up of 265 parks covering 8.2 million hectares. These parks are managed on a sound ecological basis to protect representative and unique examples of Ontario's natural and **cultural heritage**. Parks provide opportunities to camp, canoe, hike, swim, picnic and learn about natural and cultural heritage. Some parks are primarily protecting areas of natural and cultural value. Many parks accept campsite reservations. Reservations are highly recommended for busy parks during July and August, especially for canoe trippers and backpackers. Operating seasons vary. Many parks operate only during the summer months. Call ahead to ensure that the park you want to visit is open. Wheelchair accessibility varies from park to park. Contact parks to determine what facilities and activities are accessible.

Services offered to the Public:
Algonquin Provincial Park (Algonquin)
Arrowhead Provincial Park (Central)
Awenda Provincial Park (Central)
Balsam Lake Provincial Park (Central)
Bass Lake (Central)
Batchawana Bay (Northeastern)
Blue Lake (Northwestern)
Bon Echo Provincial Park (Southeastern)
Bonnechere Provincial Park (Central)
Bronte Creek Provincial Park (Southwestern)
Caliper Lake Provincial Park (Northwestern)
Carson Lake Provincial Park (Central)
Charleston Lake Provincial Park (Southeastern)
Chutes Provincial Park (Northeastern)
Craigleith Provincial Park (Central)
Darlington Provincial Park (Southeastern)
Driftwood Provincial Park (Northeastern)
Earl Rowe Provincial Park (Southwestern)
Emily Provincial Park (Southeastern)
Esker Lakes Provincial Park (Northeastern)
Fairbank Provincial Park (Northeastern)
Ferris Provincial Park (Southeastern)
Finlayson Point Provincial Park (Northeastern)
Fitzroy Provincial Park (Southeastern)
Frontenac Provincial Park (Southeastern)
Fushimi Lake Provincial Park (Northeastern)
Greenwater Provincial Park (Northeastern)
Grundy Lake Provincial Park (Central)
Halfway Lake Provincial Park (Northeastern)
Ipperwash Provincial Park (Southwestern)
Ivanhoe Lake Provincial Park (Northeastern)
John E. Pearce Provincial Park (Southwestern)
Kakabeka Falls Provincial Park (Northwestern)
Kap-Kig-Iwan Provincial Park (Northeastern)
Kettle Lakes Provincial Park (Northeastern)
Killbear Provincial Park (Central)
Lake Nipigon Provincial Park (Northwestern)
Lake St. Peter Provincial Park (Southeastern)
Lake Superior Provincial Park (Northeastern)
Lake on the Mountain Provincial Park (Southeastern)
Long Point Provincial Park (Southwestern)
MacGregor Point Provincial Park (Southwestern)
MacLeod Provincial Park (Northwestern)
Mara Provincial Park (Central)
Marten River Provincial Park (Northeastern)
McRae Point Provincial Point (Central)
Middle Falls Provincial Park (Northwestern)
Mikisew Provincial Park (Central)
Missinaibi Provincial Park (Northeastern)
Mississagi Provincial Park (Northeastern)
Murphys Point Provincial Park (Southeastern)
Nagagamisis Provincial Park (Northeastern)
Neys Provincial Park (Northwestern)

North Beach Provincial Park (Southeastern)
Oastler Lake Provincial Park (Central)
Obatanga Provincial Park (Northeastern)
Ojibway Provincial Park (Northwestern)
Ouimet Canyon Provincial Park (Northwestern)
Pakwash Provincial Park (Northwestern)
Pancake Bay Provincial Park (Northeastern)
Petroglyphs Provincial Park (Southeastern)
Point Farms Provincial Park (Southwestern)
Port Bruce Provincial Park (Southwestern)
Port Burwell Provincial Park (Southwestern)
Potholes Provincial Park (Northeastern)
Presqu'ile Provincial Park (Southeastern)
Quetico Provincial Park (Northwestern)
Rainbow Falls Provincial Park (Northwestern)
Rene Brunelle Provincial Park (Northeastern)
Restoule Provincial Park (Central)
Rideau River Provincial Park (Southeastern)
Rock Point Provincial Park (Southwestern)
Rondeau Provincial Park (Southwestern)
Rushing River Provincial Park (Northwestern)
Samuel de Champlain Provincial Park (Northeastern)
Sandbanks Provincial Park (Southeastern)
Sandbar Lake Provincial Park (Northwestern)
Sauble Falls Provincial Park (Southwestern)
Selkirk Provincial Park (Southwestern)
Sharbot Lake Provincial Park (Southeastern)
Sibbald Point Provincial Park (Central)
Silent Lake Provincial Park (Southeastern)
Silver Lake Provincial Park (Southeastern)
Sioux Narrows Provincial Park (Northwestern)
Six Mile Lake Provincial Park (Central)
Sleeping Giant Provincial Park (Northwestern)
Springwater Provincial Park (Central)
Sturgeon Bay Provincial Park (Central)
The Pinery Provincial Park (Southwestern)
The Shoals Provincial Park (Northeastern)
Tidewater Provincial Park (Northeastern)
Turkey Point Provincial Park (Southwestern)
Voyageur Provincial Park (Southeastern)
Wakami Lake Provincial Park (Northeastern)
Wasaga Beach Provincial Park (Central)
Wheatley Provincial Park (Southwestern)
White Lake Provincial Park (Northwestern)
Windy Lake Provincial Park (Northeastern)
Woodland Caribou Provincial Park (Northwestern)

ZONE MANAGEMENT

ALGONQUIN PARKS ZONE
East Gate Complex
Hwy 60
PO Box 219
Whitney K0J 2M0
General Inquiry (705)633-5572
Fax (613)637-2864

CENTRAL PARKS ZONE
Arrowhead Provincial Park
451 Arrowhead Park Rd
RR 3
Huntsville P1H 2J4
Toll Free General Inquiry 1-800-667-1940
Fax (705)789-5948

NORTHEASTERN PARKS ZONE
Suite 404, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3165
Fax (705)564-3171

NORTHWESTERN PARKS ZONE
Suite 221d, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1321
Fax (807)475-1499

SOUTHEASTERN PARKS ZONE
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5724
Fax (613)531-5730

SOUTHWESTERN PARKS ZONE
659 Exeter Rd
London N6A 4L6
General Inquiry (519)873-4615
Fax (519)873-4645

PROVINCIAL PARKS

AARON
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)223-7535

ALGONQUIN
PO Box 219
Whitney K0J 2M0
General Inquiry (705)633-5572
Toll Free 1-888-668-7275 (Reservations)

ARROWHEAD
451 Arrowhead Park Rd
RR 3
Huntsville P1H 2J4
General Inquiry (705)789-5105
Fax (705)789-1610

AWENDA
PO Box 5004
Penetanguishene L9M 2G2
General Inquiry (705)549-2231
Fax (705)549-4792

BALSAM LAKE
RR 1
Kirkfield K0M 2B0
General Inquiry (705)454-1077
Fax (705)454-2610

BASS LAKE
PO Box 2178
Orillia L3V 6S1
General Inquiry (705)326-7054
Fax (705)329-6028

BATCHAWANA BAY
PO Box 61
Batchawana Bay P0S 1A0
General Inquiry (705)882-2209
Fax (705)882-2124

BLUE LAKE
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)227-2601
General Inquiry (807)223-3341

BON ECHO
RR 1
Cloyne K0H 1K0
General Inquiry (613)336-2228
Fax (613)336-2712

BONNECHERE
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)757-2103
Fax (613)732-2972

BRONTE CREEK
1219 Burloak Dr
Oakville L6M 4J7
General Inquiry (905)827-6911
Fax (905)637-4120

CALIPER LAKE
PO Box 188
Nestor Falls P0X 1K0
General Inquiry (807)484-2181

CARSON LAKE
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)757-2103
Fax (613)732-2972

CHARLESTON LAKE
148 Woodvale Rd
RR 4
Lansdowne K0E 1L0
General Inquiry (613)659-2059
Fax (613)659-2095

CHUTES
PO Box 37
Massey P0P 1P0
General Inquiry (705)865-2021
Fax (705)865-2992

CRAIGLEITH
RR 3
Collingwood L9Y 3Z2
General Inquiry (705)445-4467

DARLINGTON
1600 Darlington Park Rd
RR 2
Bowmanville L1C 3K3
General Inquiry (905)436-2036
Fax (905)436-3729

DAWSON TRAIL
GD
Atikokan P0T 1C0
General Inquiry (807)929-2571

DEVIL'S GLEN
PO Box 183
Wasaga Beach L0L 2P0
General Inquiry (705)429-2516

DRIFTWOOD
GD
Stonecliffe K0J 2K0
General Inquiry (613)586-2553
General Inquiry (705)744-2276 (Sept - Apr)
Fax (705)744-0587 (Off Season)
Fax (705)586-2717

EARL ROWE
PO Box 872
Alliston L9R 1W1
General Inquiry (705)435-2498
Fax (705)435-4333

EMILY
797 Emily Park Rd
RR 4
Omemee K0H 1H0
General Inquiry (705)799-5170
Fax (705)799-2433

ESKER LAKES
c/o Timmins District Office
Hwy 101E
PO Bag 3020
South Porcupine P0N 1H0
General Inquiry (705)568-7677
General Inquiry (705)235-1353 (Off-Season)
Fax (705)235-1377 (Off Season)
Fax (705)568-7743

FAIRBANK
c/o Suite 404, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)866-0530
General Inquiry (705)966-0563 (Off-Season)
Fax (705)966-0565 (c/o Windy Lake Park)

FERRIS
c/o Presqu'ile Provincial Park
1 Bayshore Rd
RR 4
Brighton K0K 1H0
General Inquiry (705)653-3575 (Apr - Sep)
General Inquiry (705)653-1566 (Oct - Mar)
Fax (613)475-2209

FINLAYSON POINT
PO Box 38
Temagami P0H 2H0
General Inquiry (705)569-3205
Fax (705)569-2886

FITZROY
5201 Canon Smith Dr
Fitzroy Harbour K0A 1X0
General Inquiry (613)623-5159
Fax (613)623-8171

FOY
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)757-2103
Fax (613)732-2972

FRONTENAC PARK
1090 Salmon Lake Rd
PO Box 11
Sydenham K0H 2T0
General Inquiry (613)376-3489
Fax (613)376-6905

FUSHIMI LAKE
613 Front St
PO Box 670
Hearst P0L 1N0
General Inquiry (705)362-4164
General Inquiry (705)372-2232 (Off-Season)
Fax (705)372-2230

GREENWATER
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-7124 (Off-Season)
General Inquiry (705)272-6335
Fax (705)272-2089

GRUNDY LAKE
RR 1
Britt P0G 1A0
General Inquiry (705)383-2639
Fax (705)383-2437

HALFWAY LAKE
c/o Suite 404, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)965-2702 (May - Sept)
(705)523-8195 (Off-Season)
Fax (705)523-6598 (Off Season)
Fax (705)965-2971 (May-Sept)

INVERHURON
c/o MacGregor Point
RR 1
Port Elgin N0H 2C0
General Inquiry (519)389-9056
Fax (519)389-9057

IPPERWASH
RR 2
Grand Bend N0M 1T0
General Inquiry (519)243-2220
Fax (519)243-3851

IVANHOE
c/o Chapleau District Office
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710x212 (Off-Season)
General Inquiry (705)899-2644
Fax (705)899-2778
Fax (705)864-0681 (Off-Season)

JOHN E PEARCE
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691

KAKABEKA FALLS
PO Box 252
Kakabeka Falls P0T 1W0
General Inquiry (807)473-9231

KAP-KIG-IWAN
c/o Timmins District Office
Hwy 101E
PO Bag 3020
South Porcupine P0N 1H0
General Inquiry (705)544-2050
General Inquiry (705)235-1353 (Off-Season)
Fax (705)235-1377 (Off-Season)

KETTLE LAKES
c/o Timmins District Office
Hwy 101 E
PO Bag 3090
South Porcupine P0N 1H0
General Inquiry (705)363-3511
(705)235-1353 (Off-Season)
Fax (705)235-1377 (Off-Season)
Fax (705)363-2333

KILLARNEY
Hwy 637
GD
Killarney P0M 2A0
General Inquiry (705)287-2900
Fax (705)287-2893

KILLBEAR
PO Box 71
Nobel P0G 1G0
General Inquiry (705)342-5492
Fax (705)342-1475

LAKE ON THE MOUNTAIN
c/o Sandbanks Provincial Park
3004 County Rd 12
RR 1
Picton K0K 2T0
General Inquiry (613)393-3319
Fax (613)393-3404

LAKE ST PETER
PO Box 539
Bancroft K0L 1C0
General Inquiry (613)332-3940x262 (Oct - April)
General Inquiry (613)339-2807 (Apr - Oct)
Fax (613)332-1800 (Nov - Mar)

LAKE SUPERIOR
Hwy 17
PO Box 267
Wawa P0S 1K0
General Inquiry (705)856-2284
Fax (705)856-1333

LONG POINT
PO Box 99
Port Rowan N0E 1M0
General Inquiry (519)586-2133
Fax (519)586-3581

MACGREGOR POINT
RR 1
Port Elgin N0H 2C0
General Inquiry (519)389-9056
Fax (519)389-9057

MACLEOD
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)854-0370
Fax (807)887-2993

MADAWASKA RIVER
PO Box 220
Pembroke K8A 6X4
General Inquiry (613)757-2103
Fax (613)732-2972

MARA
PO Box 2178
Orillia L3V 6S1
General Inquiry (705)326-4451
General Inquiry (705)326-7054 (Off-Season)

MARK S. BURNHAM
c/o Emily Provincial Park
797 County Rd 10
RR 4
Omemee K0L 2W0
General Inquiry (705)799-5170
Fax (705)799-2433

MARTEN RIVER
GD
Marten River P0H 1T0
General Inquiry (705)569-3205 (Off-Season)
General Inquiry (705)892-2200
Fax (705)892-2147
Fax (705)569-2886 (Off-Season)

MCRAE POINT
PO Box 2178
Orillia L3V 6S1
General Inquiry (705)325-7290
General Inquiry (705)326-7054 (Off-Season)

MIKISEW
PO Box 400
South River P0A 1X0
General Inquiry (705)386-7762
Fax (705)386-2382

MISSINAIBI LAKE
c/o Chapleau District Office
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)234-2222
General Inquiry (705)864-1710x214 (Off-Season)
Fax (705)864-0681

MISSISSAGI
c/o Chutes Park
PO Box 37
Massey P0P 1P0
General Inquiry (705)848-2806
General Inquiry (705)865-2021 (Off Season)
Fax (705)865-2992 (Off-Season)

MURPHYS POINT PARK
RR 5
Perth K7H 3C7
General Inquiry (613)267-5060
Fax (613)267-1741

NAGAGAMISIS
613 Front St
PO Box 670
Hearst P0L 1N0
General Inquiry (705)372-2232 (Off-Season)
General Inquiry (807)868-2254
Fax (795)372-2230

NEYS
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)229-1624
Fax (807)887-2993

NORTH BEACH
County Rd 27
RR 3
Consecon K0K 1T0
General Inquiry (613)399-2030
Fax (613)393-3404

OASTLER LAKE
RR 2
Parry Sound P2A 2W8
General Inquiry (705)378-2401
Fax (705)378-0341

OBATANGA
PO Box 340
White River P0M 3G0
General Inquiry (807)683-2432 (Off-Season)
General Inquiry (807)822-2592
Fax (807)822-2621
Fax (807)683-2432 (Off Season)

OJIBWAY
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)737-2033 (Summer)

OJIBWAY PRAIRIE NATURE RESERVE
Klondike Rd
PO Box 640
Wheatley N0P 2P0
General Inquiry (519)825-4659
Fax (519)825-7472

OUIMET CANYON
Suite 221d, 435 S James St
Thunder Bay P7E 6S8
General Inquiry (807)977-2526

PAKWASH
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)727-2253
General Inquiry (807)222-3346 (Summer)

PANCAKE BAY
PO Box 61
Batchawana Bay P0S 1A0
General Inquiry (705)882-2209
Fax (705)882-2124

PETER'S WOODS PROVINCIAL NATURE RESERVE
c/o Darlington Provincial Park
1600 Darlington Park Rd
RR # 2
Bowmanville L1C 3K3
General Inquiry (905)436-2036
Fax (905)436-3729

PETROGLYPHS
GD
Woodview K0L 3E0
General Inquiry (705)877-2552 (May - Oct)
General Inquiry (613)332-3940x262 (Nov - Apr)
Fax (613)332-1800

PINERY
RR 2
Grand Bend N0M 1T0
General Inquiry (519)243-2220
Fax (519)243-3851

POINT FARMS
RR 5
Goderich N7A 3X9
General Inquiry (519)524-7124

PORT BRUCE
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691

PORT BURWELL
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691
Fax (519)874-4104

POTHOLES PROVINCIAL PARK
c/o Chapleau District Office
190 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1710

PRESQU'ILE
1 Bayshore Rd
RR 4
Brighton K0K 1H0
General Inquiry (613)475-4324
TTY (613)475-2204
Fax (613)475-2209

QUETICO
108 Saturn Ave
Atikokan P0T 1C0
General Inquiry (807)597-6971
(807)597-2735 (Trip Planning)
Fax (807)597-6185

RAINBOW FALLS
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)824-2298
Fax (807)887-2993

RENE BRUNELLE
c/o Kapuskasing Area Office
Hwy 11
Kapuskasing P5N 2X8
General Inquiry (705)367-2692
General Inquiry (705)372-2232 (Off-Season)
(705)367-2866 (Ski Hill)
Fax (705)367-2442 (Ski Hill)
Fax (705)372-2230 (Off Season)
Fax (705)367-2725

RESTOULE
GD
Restoule P0H 2R0
General Inquiry (705)729-2010
Fax (705)729-5428

RIDEAU RIVER
2680 Donnelly Dr
RR 4
Kemptville K0G 1J0
General Inquiry (613)258-2740
Fax (613)258-4432

ROCK POINT
PO Box 158
Dunnville N1A 2X5
General Inquiry (905)774-6642
Fax (905)774-3267

RONDEAU
RR 1
Morpeth N0P 1X0
General Inquiry (519)674-1750
Fax (519)674-1755

RUSHING RIVER
810 Robertson St
PO Box 5160
Kenora P9N 3X9
General Inquiry (807)548-4351

SAMUEL DE CHAMPLAIN
PO Box 147
Mattawa P0H 1V0
General Inquiry (705)744-2276
Fax (705)744-0587

SANDBANKS
RR 1
Picton K0K 2T0
General Inquiry (613)393-3319
Fax (613)393-3404

SANDBAR LAKE
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)934-2995

SAUBLE FALLS
RR 3
Wiarton N0H 2T0
General Inquiry (519)422-1952

SELKIRK
RR 1
Selkirk N0A 1P0
General Inquiry (519)776-2600

SHARBOT LAKE
Hwy 7
RR 2
Sharbot Lake K0H 2P0
General Inquiry (613)335-2814
Fax (613)335-2048

SIBBALD POINT
RR 2
Sutton West L0E 1R0
General Inquiry (905)722-8061
Fax (905)722-5416

SILENT LAKE
PO Box 500
Bancroft K0L 1C0
General Inquiry (613)332-3940x262
(Nov - Mar)
General Inquiry (613)339-2807 (Apr - Oct)
Fax (613)332-1800

SILVER LAKE
Hwy 7
RR 2
Maberly K0H 2B0
General Inquiry (613)268-2000
Fax (613)268-2947

SIOUX NARROWS
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)226-5223

SIX MILE LAKE
PO Box 340
Coldwater L0K 1E0
General Inquiry (705)756-2746
General Inquiry (705)549-2231 (Off-Season)
Fax (705)756-4692

SLEEPING GIANT
Suite 221D, 435 S James St
Thunder Bay P7E 6S8
General Inquiry (807)977-2526
Fax (807)977-2583

SPRINGWATER
GD
Midhurst L0L 1X0
General Inquiry (705)728-7393
Fax (705)728-5444

STURGEON BAY
PO Box 271
Point Au Baril P0G 1K0
General Inquiry (705)383-2369 (Off-Season)
General Inquiry (705)366-2521
Fax (705)383-2437

THE MASSASAUGA
c/o Oastler Lake Provincial Park
RR 2
Parry Sound P2A 2W8
General Inquiry (705)378-2401
Fax (705)378-0341

THE SHOALS
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)864-1160
Fax (705)864-0681

TIDEWATER
c/o Cochrane District Office
2 Third Ave
PO Box 730
Cochrane P0L 1C0
General Inquiry (705)272-7124 (Off-Season)
General Inquiry (705)336-2987
Fax (705)272-2089 (Off-Season)

TRILLIUM WOODS NATURE RESERVE
PO Box 9
Port Burwell N0J 1T0
General Inquiry (519)874-4691

TURKEY POINT
PO Box 5
Turkey Point N0E 1T0
General Inquiry (519)426-3239
Fax (519)426-5268

VOYAGEUR
PO Box 130
Chute A Blondeau K0B 1B0
General Inquiry (613)674-2825
Fax (613)674-2829

WABAKIMI
Suite 221d, 435 James St S
Thunder Bay P7E 6S8
General Inquiry (807)475-1634
Fax (807)475-1499

WAKAMI LAKE
c/o Chapleau District Office
190-192 Cherry St
Chapleau P0M 1K0
General Inquiry (705)233-2853
(705)864-1710x212 (Off-Season)
Fax (705)864-0681

WASAGA BEACH
PO Box 183
Wasaga Beach L0L 2P0
General Inquiry (705)429-2516
Fax (705)429-7983

WHEATLEY
PO Box 640
Wheatley N0P 2P0
General Inquiry (519)825-4659
Fax (519)825-7472

WHITE LAKE
PO Box 340
White River P0M 3G0
General Inquiry (807)822-2447
General Inquiry (807)683-2432 (Off-Season)
Fax (807)683-2432 (Off-Season)
Fax (807)822-2621

WINDY LAKE
c/o Suite 404, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)966-0563 (Off-Season)
General Inquiry (705)966-2315
Fax (705)966-0565

WINISK RIVER
208 Beamish Ave W
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-1030
Fax (807)854-0335

WOODLAND CARIBOU
227 Howey St
Red Lake P0V 2M0
General Inquiry (807)727-2253

SCIENCE AND INFORMATION RESOURCES DIVISION

3rd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1571
Fax (705)755-1531
8:30 - 4:30

The Science and Information Resources Division (SIRD) leads the development and application of scientific knowledge, information management systems and information technologies in support of the Ministry mandate. Accurate, relevant and timely information is essential for managing resources in an ecologically sustainable manner. The Division is responsible for ensuring that the operational decision-making requirements of the Ministry are supported by sound science and reliable data. The division's combined mandates of science and information management support the ministry in moving to an integrated knowledge managment approach.

LAND AND RESOURCES CLUSTER OFFICE

4th Flr N, 300 Water St
Peterborough K9J 3C7
General Inquiry (705)755-5547
Fax (705)755-5552

The Land and Resources Cluster I&IT organization, includes the Ministries of Agriculture and Food, Environment and Energy, Natural Resources, and Northern Development and Mines. The Cluster provides a common and integrated approach leading to more effective and efficient delivery of information and information technology solutions. The results are improved methods of managing the Cluster ministries' information resources and integrated information holdings that represent agricultural, atmospheric, mineral and natural resources information. Information Resource Management Branch, Science and Information Branch and MNR IT Section play key roles in Cluster initiatives.

STRATEGIC PLANNING AND ARCHITECTURE SECTION

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1636
Fax (705)755-1640

The Strategic Planning and Architecture Section heads the Strategic Information and Information Technology Planning and Enterprise I&IT Architecture functions for Land and Resources Cluster (LRC) (Ministries of : Natural Resources, Environment & Energy, Agriculture & Food, and Northern Development & Mines. Architecture provides the overall design of business and supporting I&IT systems. Services include: leadership in I&IT planning and architecture; standardized methods, disciplines and tools; standards guidelines and support for integrated I&IT; business design and planning; enterprise integration of all architectural domains & governance of plans, designs etc.; reusable components for business and I&IT design and construction; business I&IT architectural model development & management of the electronic library; architecture

information, awareness and training for business and I&IT; specialized skills for business and I&IT architecture, design and project management.

APPLIED RESEARCH AND DEVELOPMENT BRANCH

1235 Queen St E
Sault Ste Marie P6A 2E5
General Inquiry (705)946-2981x152
Fax (705)946-3849

The responsibility of the Applied Research and Development Branch (AR&D) is to develop new scientific knowledge for MNR clients, and for key partners. This scientific knowledge, delivered in products and services support delivery of a wide range of core business activities including fish, wildlife, forestry and water resource management planning, policy and program development and issue management.

AQUATIC RESEARCH AND DEVELOPMENT SECTION

3rd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1544
Fax (613)476-7131 (Lake Ontario Management Unit, Picton)
Fax (613)475-5527 (Codrington Fisheries Research Facility)
Fax (705)755-1559
Fax (519)825-3163 (Wheatley)
Fax (705)671-3857 (Laurentian University, Sudbury)
Fax (519)583-1547 (Port Dover)

The Aquatic **Research** and Development Section conducts research in support of the Ontario Government's **fisheries** management mandate. While the Section's administrative centre is in Peterborough, staff are located across the province, including offices on **Lakes** Ontario, Huron and Erie, and in Sudbury, Algonquin Park, Toronto, and Codrington. Our regional staff located in Thunder Bay and London work collaboratively with regional Science and Information Branch staff to help deliver on regional science needs. Current projects include work on climate change and fisheries, impacts of invading species such as gobies on the **Great Lakes** and rock bass in inland lakes, restoration of Atlantic salmon in Lake Ontario, development of models for sustainable levels of fish harvests, and research on effectiveness of fishing regulations and stocking.

CENTRE FOR NORTHERN FOREST ECOSYSTEM RESEARCH

Lakehead University Campus
955 Oliver Rd
Thunder Bay P7B 5E1
General Inquiry (807)343-4020
Fax (807)343-4001

The OMNR's Centre for Northern **Forest** Ecosystem Research (CNFER) in Thunder Bay is an applied research unit with a focus on the effects of forestry practices on boreal ecosystems. Built in 1990, CNFER was given a mandate to conduct long-term research on the impacts of full-tree harvesting & on the effects & the effectiveness of resource management guidelines designed to protect moose and other **wildlife** habitat, fish habitat, and tourism values. CNFER is now evolving to meet new issues and priorities in forest, fish & wildlife and **water science**, with an emphasis on cross-disciplinary approaches. There are six major research programs at CNFER: Stand Ecology; Coldwater Lakes; Comparative Aquatic Effects; Moose Guidelines Effectiveness; Landscape Ecology; and, Tourism/Human Dimensions. Located on campus at Lakehead University, CNFER is in close contact with the LU Biology, Forestry, and Outdoor **Recreation** programs, including the supervision of graduate and honours students.

FOREST RESEARCH AND DEVELOPMENT SECTION

Ontario Forest Research Institute
1235 Queen St E
Sault Ste Marie P6A 2E5
General Inquiry (705)946-2981
Fax (705)946-2030

The **Forest Research** and Development Section at the Ontario Forest Research Institute (OFRI) is committed to providing scientific leadership and excellence in forest research, program development, and technology transfer to a range of natural resource clients in Ontario. We work in support of operational resource management and policy development to contribute to the **conservation** of Ontario's forest ecosystems. Major emphases include understanding ecosystem processes, patterns and diversity; evaluating disturbance effects and recovery of forest ecosystems; developing alternative silvicultural practices to achieve sustainable forestry objectives; and developing methods and tools to support sustainable resource use decisions. We work in partnership with our clients and in cooperation with other scientific organizations to ensure the effectiveness of our efforts.

WILDLIFE RESEARCH AND DEVELOPMENT SECTION

3rd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
Fax (705)755-1559
Fax (705)755-2276 (Rabies Unit, Trent University)
Fax (705)755-2288 (Trent University)

Wildlife Research and Development Section has the mandate to coordinate Government Wildlife Research across the Province. This encompasses all aspects of Wildlife Research including the **Rabies** Research and Development Unit. To accomplish this task the majority of staff are based out of Peterborough but work on projects across the province. In additional we have Regional Science Staff located in London, Timmins, and Thunder Bay who work collaboratively with the Regional Science and Information Section to help deliver Regional Research needs. Current projects include work on black bears, caribou, deer, **fur** bearers, elk, polar bears, raccoons, waterfowl, wetland **rehabilitation**, wolves and control of rabies in wildlife populations.

INFORMATION RESOURCE MANAGEMENT BRANCH

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2363
Fax (705)755-1640
8:30 - 4:30 ♿

Information Resource Management Branch has responsibilities for making available geographic information about Ontario's **land** mass and using sophisticated technologies for managing that information. Activities include the establishment and maintenance of a provincial geographic referencing system, geodesy, cadastral surveys, **cartography**, establishment and maintenance of the Provincial Digital Topographic **Database**, geographic information, geographic nomenclature, satellite and airborne **remote sensing**, and natural resource inventories. **Maps** and other products available on line at MNR stores (http://mnr.stores.gov.on.ca/mnr/). District offices, listed under this ministry's Regions can also provide information. In addition, IRMB provides Library services, and administers the Ministry's Freedom of Information & Protection of Privacy Act program.

GEOGRAPHIC INFORMATION ONTARIO

Robinson PL
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2124
Fax (705)755-2149
8:30 - 4:30

Ontario GIO is responsible for implementation of the Ontario Land Information Infrastructure through **Land** Information Ontario, administers the **Survey**s Act, Surveyors Act & Ontario **Geographic Names** Board Act; manages surveying services; coordinates policy, priorities & development of programs in **geodetic services**, geographic names & **Crown land** surveying activities.Provincial Georeferencing develops & publishes **standards**, guidelines & Geographic Information Ontario provides leadership & coordination for Geomatics activities in specifications & stores provincial information related to horizontal & vertical geodetic networks & Global Positioning System(GPS) in the **COSINE database**. It also administers changes to the names of geographic features & maintains the official geographic names database.Geomatic Services provides leadership in Geomatic Services for the OPS.Base Data Infrastructure (BDI) maintains base data & sets standards & manages related fundamental base data projects

GEOMATIC SERVICE CENTRE

Robinson Pl, South Tower
5th Flr S, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5000
Fax (705)755-5014

Geomatics Services provide client-focused solutions and products to the OPS in areas of geographical information systems (GIS), cartography and remote sensing. A network of multi-disciplinary teams located throughout the province deliver these services. This approach ensures quick and easy access to changing geographic data and leading-edge technologies. Moreover, experienced technical staff offer flexibility in delivering large or small projects - from the basics of cartography to spatial web mapping, modelling and analysis and provision of GIS licenses. Geomatics Services also provides provincial leadership in airborne data acquisition, and image processing. The breadth of experience and successfully completed projects offer an invaluable resource to the OPS in areas of training and information management.

GEOSMART

Whitney Block
5th Flr Rm 5440, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)314-1324
Fax (416)314-1198

GeoSmart is an exciting five-year, $32 million **SuperBuild** initiative designed to assist communities in the development and implementation of geospatial solutions. Through GeoSmart, the province is investing in community initiatives that will use geospatial technologies to stimulate local economic development, create local government efficiencies, and/or improve local access to local and regional **land** information services. Geosmart also supports the standardization of land related data by seeding the development of fundamental base data sets and advocating Ontario's Land Information Infrastructure.

INFORMATION ACCESS SECTION

1st Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry 1-800-667-1940
Fax (705)755-1677
8:30 - 4:30

The Information Access Section key responsibilities include the development and implementation of information access policy. This policy governs dissemination and access to the ministry's intellectual property. The other three key responsibilities of the section are the Natural Resource Information Centre (Peterborough and Queen's Park), administration of the Freedom of Information and Protection of Privacy Act and the **Library**.

NATURAL RESOURCES INFORMATION CENTRE - PETERBOROUGH

1st Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
(705)755-2000 (Fishery, Wildlife, Forestry, Lands, Maps, Air Photos)
Toll Free 1-800-667-1940
Toll Free French 1-800-667-1840
Fax (705)755-1677

The Natural Resources Information Centre (NRIC) is a "one-stop" inquiry centre for both the public and the government. Information and **publications** are provided on Ontario's fish, **wildlife**, **forestry**, **mineral** resources, lands and **waters**, and provincial **parks**. The centre sells topographical Ontario basic mapping, aerial photos and forest resources inventory maps. **Travel** counselling is also provided to the public on provincial parks, **hunting**, **fishing** and outdoor **recreation** opportunities. The NRIC also houses the ministry reading room to provide public access to manuals and internal procedures used by the ministry.

NATURAL RESOURCES INFORMATION CENTRE - TORONTO

Macdonald Block
Rm M1-73, 900 Bay St
Toronto M7A 2C1
(416)314-2000 (Fishery, Wildlife, Forestry, Lands, Maps, Air Photos)
French Phone (416)314-1665
Toll Free 1-800-667-1940
Toll Free French 1-800-667-1840
Fax (705)755-1677 (Peterborough)

This Information Centre provides information on the Ministry of Natural Resources and Ontario's natural resources.

INFORMATION INFRASTRUCTURE SYSTEMS

Robinson Pl, North Tower
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-5548
Fax (705)755-1640
Fax (705)945-6638 (Sault Ste Marie)
Fax (613)258-3920 (Kemptville)
8:30 - 4:30

The Information Infrastructure Systems section develops and supports corporate geographic data maintenance (ie Natural Resources Values Information Systems) as well as warehouse and distribution systems for use in the Land and Resources Cluster and other government agencies related to the Ontario Land Information Infrastructure. It provides the Land and Resources Cluster with senior technical support for database management system development and operations. The section also provides information management coordination support for the geographic information programme in the Ministry of Natural Resources.

LAND AND RESOURCES DATA ADMINISTRATION SECTION

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 3C7
Fax (705)755-2149
8:30 - 4:30

The Land and Resource Data Administration Section coordinates the implementation and practice of data/information management for natural resource and **environment** geospatial data within the land and resource cluster ministries (LRC) and with their stakeholders in the natural resource and environment sector. To support these coordination activities the section ensures that data/ information management methodologies and standards are developed and maintained. The section consists of a number of staff with expertise in data analysis, modelling and architecture who provide expert advice throughout the LRC Information and Information Technology organization.

MNR IT - LAND AND RESOURCES CLUSTER (LRC) COMPUTER OPERATIONS SECTION

4th Flr N, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1403
Fax (705)755-1496

The Land and Resources Cluster I&IT organization, includes the Ministries of Agriculture & Food, Environment & Energy, Natural Resources, & Northern Development & Mines. The Cluster provides common and integrated delivery of information & information technology solutions. Through Security Services, IT Leasing Services & Architecture the section maintains policy documents, provides advise on security related issues, IT leasing, billing, inventory & procurement services as well as leadership & advice on Information Technology Architecture. The section is also responsible for the "E-Government Infrastructure Project", creating a new model to support web-based applications & Electronic Service Delivery & Technology Change Management Project (TCMP) has been initiated to manage the change to a new technology infrastructure. Section staff are located in three major centres: Peterborough, Sault Ste Marie & Toronto with additional resources in South Porcupine & Thunder Bay.

CLIENT SERVICES SECTION

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1480
Fax (705)755-1413 (Provincial Support Centre)
Fax (705)755-1496

Client Services Section provides Information Technology support and services to both MNR and LRC staff in the use of desktop technology and software. The Peterborough Service Desk facility is part of the virtual LRC IT Service Centre, with locations in Peterborough and Guelph, providing individual helpdesk support to cluster staff.

INFRASTRUCTURE SERVICES

Robinson Pl
300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1440
Fax (705)755-1496

Land and Resources Cluster Infrastructure Services is responsible for the computer operations associated with data centres in Guelph (OMAF), Peterborough (MNR), Rexdale (ENE), Sault Ste. Marie (MNR), Sudbury (MNDM), and Whitney Block that provide development, test and production environments supporting corporate and business applications of LRC ministries and direct support to the ministry's messaging (e-mail) and internet/intranet infrastructure.

TELECOMMUNICATIONS SERVICES SECTION

Robinson Pl, North Tower
4th Flr, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1404
Fax (705)755-1408
Fax (807)473-3116 (Thunder Bay)
Fax (705)235-1106 (South Porcupine)
Fax (705)254-7517 (Sault Ste Marie)
8:30 - 4:30

LRC Telecommunications ensures standards, policies and procedures related to all aspects of telephone, radio, data and videoconference communication are managed and delivered. The unit coordinates the provision of the Wide Area Network (WAN) and Local Area Network (LAN) services and coordinates the development of new radio systems.

SCIENCE AND INFORMATION BRANCH

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-5826
Fax (705)945-6638

The Science and Information Branch leads coordination and implementation of SIRD's programs with business areas and field-based resource management clients to ensure that their information management, information technology, science transfer and applied research needs are identified, planned, and priorized, using performance management approaches to business planning and work

planning. The branch conducts business analysis, information planning, science coordination, resource assessment and technology transfer that leads to the development of common business solutions and resource management interpretations for the Minsitry of Natural Resources.

BUSINESS SOLUTIONS SERVICES - FORESTS SECTION

Roberta Bondar Pl
Suite 400, 70 Foster Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6648
Fax (705)945-6638

The Business Solutions Services - Forests Section provides a full range of information mangement support and coordination provided by our Information Management coordinators; cooperative design, development and support of systems and applications provided by our Development and Maintenance Unit, to our client - the Forests Division which is comprised of three branches. We also provide linkages to other sources of information and information technology support - access to the information resource management expertise within Information Resource Management Branch, and linkage to the information technology staff within the MNR Computer Operations organization. BSS-F staff also provide a window into the broader I&IT expertise within the Land and Resources Cluster as a whole.

BUSINESS SOLUTIONS SERVICES - NATURAL RESOURCES MANAGEMENT SECTION

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 3C7
General Inquiry (705)755-2148
Fax (705)755-1640

The Business Solutions Services, Natural Resources Management Section has information management and systems development professionals to help the Natural Resouces Management Division meet their information and information technology needs. Information Coordinators assist with information planning, identify and prioritize information needs that are then met by staff in the Science and Information Resources Division; Systems Development and Maintenance unit assists with the procurement of software, provides advice on systems development standards and practices, develops and maintains computer systems; the Natural Heritage Information Centre assembles, validates and disseminates information on provincially rare plant and animal species, significant vegetation communities and natural areas. The Business Solutions Sevices Section is one of four similar sections in the Land and Resources Cluster which work together to leverage common information needs and application development.

INVENTORY MONITORING AND ASSESSMENT SECTION

Robinson Pl
2nd Flr N, 300 Water St
PO Box 7000
Peterborough K9J 3C7
General Inquiry (705)755-2148
Fax (705)755-1640
8:30 - 4:30

The Inventory Monitoring and Assessment Section has a mandate to coordinate and integrate MNR's existing IMA program and to undertake re-engineering of those activities that require it. This section's products will provide data and information, to standard, that is necessary to meet MNR's legal and resource management needs. The three regionally-based Science and Information

Sections provide for the integration and delivery of science and information, to support field implementation of programs. Through GIS service centres, local access to specialized geospatial data is provided, using Geographic Information System (GIS) services.

NORTHEAST SCIENCE AND INFORMATION SECTION
Ontario Government Complex
Hwy 101 E
PO Bag 3020
South Porcupine P0N 1H0
General Inquiry (705)235-1218
Fax (705)235-1251

NORTHWEST SCIENCE AND INFORMATION SECTION
Suite 221C, 435 S James St
Thunder Bay P7E 6S8
General Inquiry (807)475-1695
Fax (807)473-3116

LAKE NIPIGON FISHERIES ASSESSMENT UNIT
5 Wadsworth Dr
PO Box 970
Nipigon P0T 2J0
General Inquiry (807)939-2501
Fax (807)887-2993

LAKE OF THE WOODS FISHERIES ASSESSMENT UNIT
808 Robertson St
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)939-2501
Fax (807)468-2737

NORTHWEST SCIENCE AND TECHNOLOGY
25th Side Rd
RR 1
Thunder Bay P7C 4T9
General Inquiry (807)939-2501
Fax (807)939-1841

QUETICO-MILLE LACS FISHERIES ASSESSMENT UNIT
Northwest Natural Resource Ctr
25th Side Rd
RR 1
Thunder Bay P7C 4T9
General Inquiry (807)939-2501
Fax (807)939-1841

REGIONAL FISH AND WILDLIFE AGEING LAB
479 Government Rd
PO Box 730
Dryden P8N 2Z4
General Inquiry (807)939-2501
Fax (807)223-2824

SOUTHCENTRAL SCIENCE AND INFORMATION SECTION
Robinson Pl
4th Flr S, 300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-3256
Fax (705)755-3291

BRACEBRIDGE
1350 High Falls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)646-5528
Fax (705)645-7379

FISHERIES ASSESSMENT UNITS - SOUTHCENTRAL SCIENCE
Hwy 11 N & High Falls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)645-8747

ALGONQUIN FISHERIES ASSESSMENT UNIT
PO Box 219
Whitney K0J 2M0
General Inquiry (613)637-2780
Fax (613)637-2864

HALIBURTON-HASTINGS FISHERIES ASSESSMENT UNIT
Hwy 28 S
PO Box 500
Bancroft K0L 1C0
General Inquiry (613)332-3940
Fax (613)332-1800

KAWARTHA LAKES FISHERIES ASSESSMENT UNIT
322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-1465
Fax (705)324-1638

LAKE SIMCOE FISHERIES ASSESSMENT UNIT
RR 2
Sutton West L0E 1R0
General Inquiry (905)722-0250
Fax (905)722-3797

MUSKOKA LAKES FISHERIES ASSESSMENT UNIT
1350 High Falls Rd
RR 2
Bracebridge P1L 1W9
General Inquiry (705)645-8747
Fax (705)645-8372

KEMPTVILLE
Concession Rd
PO Box 2002
Kemptville K0G 1J0
General Inquiry (613)258-8238
Fax (613)258-3920

LONDON
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4620
Fax (519)873-4645

NORTH BAY
3301 Trout Lake Rd
North Bay P1A 4L7
General Inquiry (705)475-5574
Fax (705)475-5570

AGENCIES, BOARDS AND COMMISSIONS

ACADEMIC AND EXPERIENCE REQUIREMENTS COMMITTEE OF THE ASSOCIATION OF ONTARIO LAND SURVEYORS

1043 McNicoll Ave
Scarborough M1W 3W6
General Inquiry (416)491-9020
Fax (416)491-2576

The Academic and Experience Requirements Committee of the Association of Ontario **Land Surveyors** was established by Regulation 1026 under the Surveyors Act. The committee determines if applicants have met the requirements and qualifications for the issuance of a **licence** to practice cadastral surveying or the issuance of a certificate of **registration** as a member of the Association.

ALGONQUIN FORESTRY AUTHORITY

222 Main St W
Huntsville P1H 1Y1
General Inquiry (705)789-9647
Fax (705)789-3353

The Algonquin **Forestry** Authority is a Crown corporation responsible for maintaining an integrated resource management approach within Algonquin Provincial Park. The authority has been assigned the task of ensuring the viability of the local forest industry by managing and upgrading the quality of the forest and effectively utilizing its range of products. Maintaining a forest cover that satisfies the requirements of regeneration, aesthetics and preservation of diverse vegetation types is also the authority's responsibility. It preserves and protects the **recreational** values, fish and **wildlife** habitat, soil and **water** resources within the park.

COUNCIL OF THE ASSOCIATION OF ONTARIO LAND SURVEYORS

1043 McNicoll Ave
Scarborough M1W 3W6
General Inquiry (416)491-9020
Fax (416)491-2576

Established in 1892, the Council of the Association of Ontario **Land Surveyors** is the governing body and board of directors that manages and administers the affairs of the association. The

Lieutenant-Governor appointees (lay councillors) are responsible for ensuring that the self-regulating professional body is serving and protecting the public interest.

CROWN TIMBER BOARD OF EXAMINERS

Suite 400, 70 Forest Dr
Sault Ste Marie P6A 6V5
General Inquiry (705)945-6643

The Crown **Timber** Board has three members and sets written and practical **examinations** in **wood** measurement to determine eligibility of and recommend candidates for scaler's **licence**s.

FISH AND WILDLIFE ADVISORY BOARD

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-1939
8:30 - 4:30

The Fish and **Wildlife** Advisory Board is composed of eleven members. It provides advice to the Minister of Natural Resources on fish and wildlife revenue, and expenditures related to the fisheries and wildlife programs. It may also provide advice on policy and program direction as requested by the Minister.

ONTARIO FORESTRY COUNCIL

446 Heath St E
Toronto M4G 1B5
General Inquiry (416)696-1626

The Ontario **Forest**ry Council recommends to the Minister of Natural Resources appropriate objectives, priorities and **funding** for forestry **research** in Ontario. Its ten members are chosen from universities, and the private and public sectors.

ONTARIO GEOGRAPHIC NAMES BOARD

300 Water St
PO Box 7000
Peterborough K9J 8M5
General Inquiry (705)755-2134
8:30 - 4:30

The Ontario **Geographic Names** Board investigates the background of geographic names and recommends names to be used on maps, subject to the approval of the Minister of Natural Resources.

ONTARIO MOOSE AND BEAR ALLOCATION ADVISORY COMMITTEE

PO Box 964
Sioux Lookout P8T 1B3
General Inquiry (807)737-2615
Fax (807)737-4173

The Ontario Moose and Bear Allocation Advisory Committee is an independent advisory committee to allocate moose and bear **hunting** opportunities provided by the Ministry of Natural Resources within the **tourism** industry in a manner which is ecologically sustainable and supports the economic viability of the industry in general and specific tourist establishments. The Committee provides advice to the Minister of Natural Resources.

OTTAWA RIVER REGULATION PLANNING BOARD

351 St Joseph Blvd
Hull J8Y 3Z5
General Inquiry (613)997-1735

The Ottawa River Regulation Planning Board has seven members and was established under the terms of a Canada-Ontario-Quebec Agreement. It is responsible for the preparation and continuing review of policies, guidelines and criteria for the integrated management of the principal reservoirs of the Ottawa River Basin in order to reduce **flood** damages along the river, its tributaries and in the Montreal area. It is also responsible for the operation and coordination of inflow forecasting, flow routing and optimization models that will reduce flood damage while having the least possible impact on users of the basin.

RABIES ADVISORY COUNCIL

Trent University, Science Complex
PO Box 4840
Peterborough K9J 8N8
General Inquiry (705)755-2270

The **Rabies** Advisory Council, established in 1979, advises the Minister on the development of suitable **vaccines** against rabies and an effective system for vaccinating wild animals. The six members are chosen from the academic community, in the fields of biology, health and agriculture. The secretary is a public servant with the Ministry of Natural Resources.

SHIBOGAMA INTERIM PLANNING BOARD

PO Box 105
Wunnumin P0V 2Z0
General Inquiry (807)442-2559
Fax (807)442-2627

The Shibogama Interim Planning Board, created in 1993, advises the province on land use and resource development in an 11,131-square-kilometre area south of Big Trout Lake in northwestern Ontario. Half the board members represent the Province of Ontario; half represent the Kingfisher Lake First Nation and Wunnumin Lake First Nation.

WHITEDOG AREA RESOURCES COMMITTEE

808 Robertson St
PO Box 5080
Kenora P9N 3X9
General Inquiry (807)468-2533

The Whitedog Area Resources Committee, created in 1993, works with the Wabaseemoong Independent Nations (Whitedog) to design and implement a program of planned, managed and sustainable development within the Wabaseemoong Traditional **Land** Use Area (TLUA). The program is to be designed to ensure that Wabaseemoong shares in the benefits of such development. The TLUA is a 6,629-square-kilometre area northwest of Kenora.

WINDIGO INTERIM PLANNING BOARD

PO Box 299
Sioux Lookout P8T 1A3
General Inquiry (807)737-1585
Fax (807)737-3133

The Windigo Interim Planning Board, created in 1993, advises the province on land use and resource development in two areas totalling 15,959 square kilometres south of Big Trout Lake. Half

the board members represent the Province of Ontario; half represent the Cat Lake First Nation and Weagamow First Nation.

ACTS

Aggregate Resources Act, 1989
Agreement Authorization Act, 1958
Algonquin Forestry Authority Act
Algonquin Provincial Park Extension Act, 1960-61
Arboreal Emblem Act, 1984
Beds of Navigable Waters Act
Canada Company's Lands Act, 1922
Conservation Authorities Act
Conservation Land Act
Crown Forest Sustainability Act
Crown Timber Act
Endangered Species Act
Fish Inspection Act
Fisheries Industrial Development Act
Fisheries Loans Act
Forest Fires Prevention Act
Forest Tree Pest Control Act
Forestry Act
Forestry Workers Employment Act
Forestry Workers Lien For Wages Act
Freshwater Fish Marketing Act (Ontario)
Game and Fish Act
Gananoque Lands Act, 1961-62
Gas and Oil Leases Act
Industrial and Mining Lands Compensation Act
Lac Seul Conservation Act, 1928
Lake of the Woods Control Board Act, 1922
Lakes and Rivers Improvement Act
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958
Migratory Birds Convention Act (Canada) - Ontario Regulations
Mineral Emblem Act
Ministry of Natural Resources Act
National Radio Observatory Act, 1962-63
North Georgian Bay Recreational Reserve Act, 1962-63
Ontario Geographic Names Board Act
Ontario Harbours Agreement Act, 1962-63
Ottawa River Water Powers Act, 1943
Petroleum Resources Act
Provincial Parks Act
Public Lands Act
Seine River Diversion Act, 1952
Settlers' Pulpwood Protection Act
Spruce Pulpwood Exportation Act
Steep Rock Iron Ore Development Act, 1949
Surveyors Act
Surveys Act
Trees Act
Water Transfer Control Act
Wild Rice Harvesting Act
Wilderness Areas Act
Woodlands Improvement Act

MINISTRY OF NORTHERN DEVELOPMENT AND MINES

159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-0060 (Sudbury)
General Inquiry (416)327-0633 (Toronto)
Fax (705)564-7108 (Sudbury)
Fax (416)327-0634 (Toronto)
www.mndm.gov.on.ca

As Ontario's only regional ministry, the Ministry of Northern Development and Mines (MNDM) promotes northern economic and community development; and coordinates the delivery of programs and services in Northern Ontario. As the ministry responsible for the provincial minerals sector, MNDM enhances mineral sector competitiveness and ensures the sustainable development of Ontario's mineral resources. The vision of MNDM is of a Northern Ontario economy and provincial minerals sector that is healthy, competitive and sustainable.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS SERVICES BRANCH

Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)327-0633
Fax (416)327-0664
www.mndm.gov.on.ca
8:30 - 5:00

The Communications Services Branch informs the public, client groups and the news media about the ministry's activities, coordinates central communications policy on behalf of the ministry, advises other branches on communications issues and provides strategic communications support to the Minister, Deputy Minister, Northern Ontario Heritage Fund Corporation and senior management. Activities include strategic planning, media relations, special events coordination, briefing notes and contentious issues management, servicing public inquiries, editorial services, creative services brokering, translation services as well as coordinating the maintenance and development of the ministry's Internet and Intranet sites.

VIDEOCONFERENCE

Suite 606, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7111
(705)564-7107 (Administrative Assistant)
Fax (416)327-0634 (Toronto)
Fax (705)564-7108 (Sudbury)
Fax (705)945-5932 (Sault Ste Marie)
8:30 - 5:00

Videoconferencing provides face-to-face communication for individuals in different locations. A system of cameras, microphones and TV monitors connect the sites/locations providing real time audio and video feeds.

CORPORATE POLICY SECRETARIAT

Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)327-0630
Fax (416)327-0634
8:30 - 5:00

The Corporate Policy Secretariat is responsible for coordinating the ministry's policy agenda and developing policy reporting to the Deputy Minister. The Secretariat gathers ongoing information/ intelligence on the broad corporate policy environment, and assesses northern and mineral industry impacts of policies proposed by other ministries. The Corporate Policy Secretariat is also responsible for the Ministry's Freedom of Information and Protection of Privacy coordination and administration.

FREEDOM OF INFORMATION AND PRIVACY OFFICE

Whitney Block
Rm 5630, 99 Wellesley St W
Toronto M7A 1W3
General Inquiry (416)327-1428
Fax (416)327-0634
8:30 - 5:00

The Freedom of Information and Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act for the Ministry of Northern Development and Mines. The Office coordinates and responds to access requests from the public; deals with appeals and mediation processes; and ensures adherence to privacy provisions and other legislative requirements of the Act.

INFORMATION AND INFORMATION TECHNOLOGY BRANCH

Suite 605, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7917
(705)564-7070 (Help Desk)
Toll Free 1-800-461-3449 (Help Desk)
Fax (705)564-7919
8:30 - 5:00

The Information and Information Technology Branch ensures that the full power of information and computer technology are applied quickly and cost effectively to meet the ministry's business needs. The branch comprises of two Business Solutions Services Sections and an Information Technology Section.

LEGAL SERVICES

Macdonald Block
Rm M2-17, 900 Bay St
Toronto M7A 1C3
General Inquiry (416)327-0645
Fax (416)327-0646

The Legal Services office provides legal services to ministry officials and staff in relation to ministry programs and services. This includes providing legal opinions; statutory interpretation; preparation of contracts, regulations, legislation and other legal documents; and representing the ministry before tribunals.

BUSINESS PLANNING SECRETARIAT

Suite 705, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7438
Fax (705)564-7447
8:30 - 5:00

The Business Planning Secretariat provides business planning advice and resource management services to enable the ministry to fulfill its mandate.

CONTROLLERSHIP OFFICE

Suite 701-B, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7952
Fax (705)564-7954
8:30 - 5:00

The Controllership Office designs and operates effective ministry management systems; maintains systems of delegated authority; provides training to ministry managers and administrators on administrative policies, procedures and support systems; establishes and monitors service and resolves service issues/disputes. It supports ministry executive where advice and counsel must recognize the goals of ministry programs and the realities of emerging corporate policy and fiscal priorities. It advises and assists ministry management in resolving complex financial and administrative management issues.

FINANCIAL PLANNING

Suite 705, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7438
Fax (705)564-7447
8:30 - 5:00

The Financial Planning unit supports ministry management towards sound and informed decision-making on business planning, resource allocations, in-year fiscal management, transfer payment accountability, performance measures, program evaluation, and quality service. Staff provide corporate analysis, business consulting and budget management services to core businesses. It is also responsible for coordinating financial reporting for the ministry as required by the legislature and central agencies of the government.

HUMAN RESOURCES BRANCH

Suite 702, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7941
Fax (705)564-7942
8:30 - 5:00

Human Resources Branch provides a full range of strategic advice, guidance and policy direction on issues of position administration, employee relations, recruitment/selection, compensation and benefits, succession planning, learning and development, performance and career management, and occupational health and safety.

INTERNAL AUDIT SERVICES

Suite 704, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7917
Fax (705)564-7948
8:30 - 5:00

Internal Audit Services performs an assurance consulting function, which assists the ministry in accomplishing its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of the organization's risk management, control and governance.

MINES AND MINERALS DIVISION

Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5755
Fax (705)670-5818
www.mndm.gov.on.ca
8:30 - 5:00

The Mines and Minerals Division is responsible for a number of activities and programs which are described in individual entries, e.g. Administrative and Operational Services, Mining Lands Section, Mines Group Section, Business Solutions Services, Information and Marketing Services Section, Ontario Geological Survey Precambrian Geoscience Section, Ontario Geological Survey Resident Geologists' Section, Ontario Geological Survey Sedimentary Geoscience Section, and Geoscience Laboratories. Refer to individual entries for descriptions.

BUSINESS SOLUTIONS SERVICES

Willet Green Miller Ctr
Flr B-4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5778
Fax (705)670-5754
8:30 - 5:00

The Business Solutions Services assists the information gathering, access and distribution goals of the Mines and Minerals Division by providing the following services to the program areas: application business case development (feasibility studies), business process analysis and design, application system development and/or acquisition, application system implementations and application system support. With a focus on customer service, e-government initiatives and Land Resource Cluster activities and standards, Business Solutions Services provides leadership and expertise in GIS, database, computer application, system design and development and project management technologies and methodologies.

Services offered to the Public:
CLAIMaps
Digital Data and Maps
ERMES (Earth Resources and Mineral Exploration webSite)

GEOSCIENCE LABORATORIES SECTION

Willet Green Miller Ctr
Level A4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5637
Toll Free 1-866-436-5227
Fax (705)670-3047
8:30 - 5:00

The Geo**science Laboratories** Section provides high quality geoanalytical data in support of the program of the Mines and **Mineral**s Division and the minerals industry client groups. In particular, it provides a wide range of high quality mineralogical and elemental analysis services to the client group; advises **prospectors** and public; keeps pace with developments in geoanalytical methodologies and their applications; anticipates and responds to demands for improved procedures and develops capabilities accordingly; maintains a quality geoanalytical facility; and maintains a high profile with the international geoanalytical, geological and geo**chemical** communities.

Services offered to the Public:
Geoscience Laboratories

INFORMATION AND MARKETING SERVICES SECTION

Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5838
Fax (705)670-5807
8:30 - 5:00

The Information and Marketing Services main functions are: to play a lead role in developing and advocating initiatives to create an improved climate for **mineral investment**; to market mineral exploration and development opportunities and provide the division's services through its business arm "GEO Enterprises Ontario"; to collect, house and publish information on the provinces' geological resources and the mineral sector, and digital database warehouse.

Services offered to the Public:
GEO Enterprises Ontario
Geoscience Library
Publication Sales

DATABASE MANAGEMENT

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5702
Fax (705)670-5754
8:30 - 5:30

The Database Management Section provides digital data distribution for the Mines and Minerals Divsion by developing and maintaining digital information standards, procedures; operating digital data distribution channels; working with the identified data stewards to assure accuracy, completeness of the public digital dababases of the division; and by managing a digital data warehouse.

MINES LIBRARY

Willet Green Miller Ctr
Level A3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5615
Fax (705)670-5770
8:30 - 5:00

The Mines **Library** contains **publications** on **geology**, **mining** and **mineral** resources. Its holdings include reports of the Ontario Geological **Survey** (from 1891), the Geological Survey of Canada (from 1845), other provincial geological surveys, the U.S. Geological Survey and surveys from individual states, reports and **maps** for Precambrian regions of the world, selected texts on geochemistry, geophysics, **engineering** geology, mineral economics and related topics. Special indexes, bibliographies and abstracts enable the user to access the collection. The Mines Library subscribes to over 200 scientific journals and maintains a large collection of geological and aeromagnetic maps covering Ontario. Photocopies are provided at a nominal charge.

PUBLICATION SALES

Willet Green Miller Ctr
Level A3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5691
Toll Free 1-888-415-9845 (Ontario Geological Survey)
Fax (705)670-5770
8:30 - 5:00

The Publication Sales Outlet is responsible for the sale of all Mines and **Mineral**s Division **publications**, including Ontario Geological Survey reports and maps. Mail, fax, and telephone orders should be directed to the sales outlet at 933 Ramsey Lake Road, Level A3, Sudbury, Ontario P3E 6B5. If you are ordering by mail or by fax, please call 1-888-415-9845 (toll-free inside Canada and the United States) to confirm the publication price and the amount of shipping charges. Provincial sales tax applies to map orders from Ontario residents. The federal Goods and Services Tax applies to all orders from Canadian residents. Use of VISA or MasterCard ensures the fastest possible service. Cheques or money orders should be made payable to the Minister of Finance.

PUBLICATION SERVICES

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5775
Fax (705)670-5690
8:30 - 5:00

Publication Services is the publisher for the Ontario Geological Survey, editing and producing the results of the Survey's **research** in the form of reports and maps. The Interleaf text **publishing** system and Intergraph map publishing system enable publications to be distributed by the traditional offset printing method, by electronic distribution and through on-demand reproduction of hard copy. The electronic text and map files are being incorporated into the **database**s being constructed and managed by the Data Services Section. Publication Services is also responsible for the Publication Sales Office at the Willet Green Miller Centre in Sudbury.

MINES GROUP

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5787
Fax (705)670-5803
8:30 - 5:00

The Mines Group role is to encourage, promote and facilitate the sustained **economic development** of Ontario's **mineral** resources in an **environment**ally responsible manner; to administer Part VII of the **Mining** Act; to facilitate mineral development through the provision of a one-window approach to **permit**ting and regulation; to identify new opportunities to expand Ontario's industrial mineral and dimension stone industries; to ensure that mine sites are both developed and closed safely and in a manner consistent with sound environmental closure design; to assist the mining industry in meeting the requirements of the Mining Act and, in instances of non-cooperation, to achieve compliance in a fair, firm and professional manner; to strive to minimize risk to public health and **safety** and the environment due to features or hazards associated with inactive, abandoned and orphaned mine sites in Ontario.

Services offered to the Public:
Abandoned Mines Information
Commodities
Mine Closure Plans pursuant to Part VIII of the Mining Act
Mineral Development Program

NORTHEAST - MINERAL DEVELOPMENT OFFICE
Ontario Government Complex
Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1625
Fax (705)235-1620
8:30 - 5:00

NORTHWEST - MINERAL DEVELOPMENT OFFICE - KENORA
Suite 104, 810 Robertson St
Kenora P9N 4J2
General Inquiry (807)468-2916
Fax (807)468-2930
8:30 - 5:00

NORTHWEST - MINERAL DEVELOPMENT OFFICE - THUNDERBAY
Suite B002, 435 South James St
Thunder Bay P7E 6E3
General Inquiry (807)475-1746
Fax (807)475-1112
8:30 - 5:00

MINING LANDS SECTION

Willet Green Miller Ctr
Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5841
Fax (705)670-5863
8:30 - 5:00

The Role of the **Mining** Lands Section is to provide orderly and equitable processes that ensure public access to Crown **mineral** rights for the exploration and potential development of mining lands; to consolidate and enhance the administration, registration and acquisition processes of mining lands in Ontario; to provide province-wide public, computerized access to mining lands information; to ensure that the administrative processes for the approval of client submitted assessment work provides the mineral exploration industry with a high quality geoscientific

database for reference; to maximize the mining **land** tax and lease rental revenues; to continue the enhancement of the Mining Act and its regulations in consultation with local **prospectors'** associations and the Minister's Mining Act Advisory Committee.

GEOSCIENCE ASSESSMENT OFFICE

Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
Toll Free 1-888-415-9845 (Assessment Work Enquiries)
Fax (705)670-5881
Toll Free Fax 1-877-670-1555
8:30 - 5:00

The Geoscience **Assessment** Office receives assessment work submissions for all types of assessment work filed to keep **mining claims** in good standing in Ontario. It determines if assessment work is eligible for recording, and ensures that good quality data from this assessment work goes into the provincial geoscience **database**. It **records** notice of intention to perform assessment work. The office processes distributions of assessment work from the reserve and claim bank. It determines eligibility of exploration expenditures. It notifies clients regarding deficiencies and reductions in assessment work, outlining the corrective action required, and time limits for response. It determines and maintains the industry **standards** for the **evaluation** of assessment work in a database. It also responds to inquiries about assessment work related issues and provides information, advice and assistance.

Services offered to the Public:
Administration of the Mining Act and Regulations

MINING LANDS DISPOSITIONS OFFICE

Level B6, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5847
Toll Free 1-888-415-9845
8:30 - 5:00

Mining Lands Dispositions Office is responsible for administration and collection of Mining **Land** Tax, Mining Lease and **Licence** rentals. It maintains **database**s essential to the administration of all patented, leased and licensed Mining Lands in Ontario.

Services offered to the Public:
Consent to Transfer Leases and Licences
General Mining Land Information
Municipal Tax Sales
Tax and Rent Information

PROVINCIAL RECORDING OFFICE

Willet Green Miller Ctr
Level B3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5742
Toll Free 1-888-415-9845
Fax (705)670-5681
Toll Free Fax 1-877-670-1444
8:30 - 5:00

Provincial Recording Office provides orderly and equitable processes for the administration and **registration** of **mining** lands in Ontario, and provides province-wide public computerized access to mining lands information through the internet.

Services offered to the Public:
Application of legal principles to determine if documents are acceptable for filing
Claim Maps
Claim Tags/Line Post Tags
Client Number
Commissioner of Oaths under the Mining Act.
Consultation services on Mining Act and Regulation
Disputes/Hearings on mining claim matters
Exclude time on unpatented claims for performance of work
Extensions of Time
Fax Service
Issue and Renewal of Prospectors Licence
MCI Services (Reports)
Maintenance and Access to Documents Filed Under the Mining Act
Preparation of Lease Requisitions
Recording of Claims
Relief from Forfeiture
Transfers of Recorded Mining Claims

KIRKLAND LAKE
10 Government Rd E
Kirkland Lake P2N 1A8
General Inquiry (705)568-4521
Fax (705)568-4515
8:30 - 5:00

RED LAKE
Ontario Government Bldg
227 Howey St
PO Box 324
Red Lake P0V 2M0
General Inquiry (807)727-3284
Fax (807)727-3553
8:30 - 5:00

THUNDER BAY
Suite B002, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1311
Fax (807)475-1124
8:30 - 5:00

TIMMINS
Ontario Government Complex E Wing
Hwy 101 E
PO BAG 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1600
Fax (705)235-1610
8:30 - 5:00

ONTARIO GEOLOGICAL SURVEY - PRECAMBRIAN GEOSCIENCE

Willet Green Miller Ctr
Level B7, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5758
Fax (705)670-5905
www.mndm.gov.on.ca/MNDM/MINES/OGS/mmdogse.htm
8:30 - 5:00

The Precambrian Geoscience Section of the Ontario Geological **Survey** is responsible for the geological and geophysical mapping of the bedrock and **mineral** deposits of the Precambrian Shield. Geological and geophysical field surveys and studies are published as regional bedrock **geology** and geophysical **maps** and reports describing the geology of specific areas. Geological field investigations are also carried out on known mineral deposits and occurrences and the immediate surroundings. Historic airborne magnetic and electromagnetic geophysical data are maintained in digital and hardcopy format for analysis and distribution to clients.

Services offered to the Public:
Cooperative Bedrock Geological Program
Geophysics Program
Mineral Deposit Program
Precambrian Geology Program

ONTARIO GEOLOGICAL SURVEY - RESIDENT GEOLOGIST PROGRAM

Willet Green Miller Ctr
Level B4, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5778
Fax (705)670-5754
8:30 - 5:00

Through a network of 10 offices strategically located across the province, the role of the OGS's Resident Geologist's Program is to monitor, stimulate and facilitate the sustainable development of Ontario's **mineral** resources by providing expert geological consultation and advisory services to promote and stimulate mineral exploration; generating and transferring new geoscientific data and ideas; maintaining and providing public access to geoscience databases and other resource materials; monitoring and reporting on mineral exploration and development activity and issues affecting the minerals sector; providing input into **land use planning** issues to ensure continued access to high mineral potential areas, to maximize the land base available for mineral exploration and development, and to ensure public safety; and providing and/or participating in public forums to promote Ontario's minerals industry.

Services offered to the Public:
Access to Assessment Files
Access to and Use of Drill Core Library System
Access to and Use of Earth Resources and Mineral Exploration webSite (ERMES)
Access to and Use of Resident Geologist Office Library
Access to and Use of the Mineral Deposits Inventory Database
In-office and in-field Geological Consultation and Advisory Services
Mineral Resource Assessments
Resident Geologist Program Monthly/Yearly Report of Activity - Internet Based

MINES AND MINERALS INFORMATION CENTRE

Macdonald Block
Rm M2-17, 900 Bay St
Toronto M7A 1C3
General Inquiry (416)314-3800
Fax (416)314-3797
8:15 - 4:30

The Mines and **Minerals** Information Centre is open to the public. The Centre offers a reference **library**, access to the ERMES **database** (Earth Resources and Mineral Exploration webSite) and purchase of Ontario geological **maps** and reports. Staff is available to answer questions.

SOUTHWESTERN ONTARIO - TORONTO
Macdonald Block
Rm M2-17, 900 Bay St
Toronto M7A 1C3
General Inquiry (416)314-3800
Fax (416)314-3797
8:30 - 5:00

NORTHEAST REGIONAL OFFICE

Ontario Government Complex
Hwy 101 E
PO Box 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1615
Fax (705)235-1620
8:30 - 5:00

KIRKLAND LAKE
10 Government Rd E
PO Box 100
Kirkland Lake P2N 3M6
General Inquiry (705)568-4520
Fax (705)568-4515
8:30 - 5:00

SAULT STE MARIE
Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-6931
Fax (705)945-6935
8:30 - 5:00

SOUTH PORCUPINE/TIMMINS
Ontario Government Complex
Hwy 101 E
PO Box 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1615
Fax (705)235-1620
8:30 - 5:00

SUDBURY
Willet Green Miller Ctr
Level B3, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5735
Fax (705)670-5681
8:30 - 5:00

NORTHWEST REGIONAL OFFICE

Suite B002, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1331
Fax (807)475-1112
8:30 - 5:00

KENORA
Suite 104, 810 Robertson St
Kenora P9N 4J2
General Inquiry (807)468-2813
Fax (807)468-2930
8:30 - 5:00

RED LAKE
Ontario Government Bldg
227 Howey St
PO Box 324
Red Lake P0V 2M0
General Inquiry (807)727-3272
Fax (807)727-3553
8:30 - 5:00

THUNDER BAY NORTH
Ontario Government Bldg
Suite B002, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1331
Fax (807)475-1112
8:30 - 5:00

THUNDER BAY SOUTH
Ontario Government Bldg
Suite B002, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1331
Fax (807)475-1112
8:30 - 5:00

ONTARIO GEOLOGICAL SURVEY - SEDIMENTARY GEOSCIENCE SECTION

Willet Green Miller Ctr
Level B7, 933 Ramsey Lake Rd
Sudbury P3E 6B5
General Inquiry (705)670-5758
Fax (705)670-5905
www.mndm.gov.on.ca/MNDM/MINES/OGS/mmdogse.htm
8:30 - 5:00

The Ontario Geological **Survey**, Sedimentary Geoscience Section provides mapping and geo**chemical** investigation of Ontario's Quaternary and Paleozoic-age materials and sediments within areas of high **mineral** potential in order to assist exploration and provide a framework for mineral development. This section has four key programs: Surficial Geochemical Program, Quaternary Mapping Program, Paleozoic Mapping Program and the **Aggregate** Inventory Program.

Services offered to the Public:
Aggregate Mapping Program
Paleozoic Mapping Program
Quaternary Mapping Program
Surficial Geochemical Program

NORTHERN DEVELOPMENT DIVISION

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5900
Toll Free 1-800-461-2287
Fax (705)945-5931
8:30 - 5:00

The Northern Development Division is comprised of the Regional Economic Development Branch, Trade and Investment Marketing Branch, Programs, Services and Transportation Branch and the

Northern Ontario Heritage Fund Corporation. The division is responsible for promoting economic development for Northern Ontario and for the delivery of a variety of government programs and/or services in the north relating to community/regional economic development, transportation and community infrastructure.

NORTHERN ONTARIO HERITAGE FUND CORPORATION

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-6700
Toll Free 1-800-461-8329
Fax (705)945-6701
Fax (416)327-0664 (Toronto)
Fax (807)468-2930 (Kenora)
8:30 - 5:00

The **Northern Ontario** Heritage Fund Corporation (**NOHFC**) has a mandate to improve Northern Ontario's **telecommunications** and **community** infrastructure, develop and market **tourism** projects, and support strategic partnerships which will stimulate a wide variety of economic opportunities across the North. Forms of assistance available through the NOHFC will include conditional contributions, forgivable performance loans, and incentive term loans. Contact the corporation's head office, or any Ministry of Northern Development and Mines office in the appropriate area.

Services offered to the Public:
Northern Ontario Heritage Fund Corporation

PROGRAMS, SERVICES AND TRANSPORTATION BRANCH

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
(705)945-5904 (Delivery of Government Services)
(705)945-5929 (Programs & Transportation)
Fax (705)945-5931
8:30 - 5:00

The Programs, Services and Transportation Branch is divided in two units. The Delivery of Government Services Unit which is staffed by Client Service Advisers, located in 33 communities across northern Ontario, who provide customer service by responding to front counter and telephone requests regarding federal and provincial programs. The Programs and Transportation Unit recommends policies and administers programs designed to address Northern needs and circumstances; evaluates existing and proposed initiatives, e.g., transportation; communicates special northern circumstances to other ministries; and identifies and addresses emerging northern issues. The Transportation Program is undertaken in cooperation with the Ontario Ministry of Transportation and the Ontario Northland Transportation Commission (ONTC) and includes a variety of programs directed towards the provision of capital infrastructure and passenger services.

DELIVERY OF GOVERNMENT SERVICES

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5904
Toll Free 1-877-817-6636
Fax (705)945-5931
Fax (807)475-1589 (Thunder Bay)
8:30 - 5:00

The Delivery of Government Services unit (Government Information Centres) is staffed by Client Services Advisers located in 33 communities in **Northern Ontario**. The unit provides customer service support by responding to front counter and telephone requests for assistance/information regarding federal and provincial programs. Brochures on various federal and provincial programs are available. A toll free line for telephone inquiries from outlying areas will connect clients to the closest office. To find a Government Information Centre in the southern region of Ontario, look under Ministry of Consumer and Business Services.

NORTHEAST GOVERNMENT INFORMATION CENTRES

Suite 111, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-6822
Fax (705)494-4069
8:30 - 5:00

BLIND RIVER
Ontario Government Bldg
62 Queen Ave
PO Box 760
Blind River P0R 1B0
General Inquiry (705)356-2226x266
Toll Free 1-877-817-6636
Fax (705)356-7441
8:30 - 5:00

COCHRANE
2 Third Ave
PO Box 668
Cochrane P0L 1C0
General Inquiry (705)272-4274
Toll Free 1-877-817-6636
Fax (705)272-3489
8:30 - 5:00

ELLIOT LAKE
50 Hillside Dr N
Elliot Lake P5A 1X4
General Inquiry (705)848-7133
Toll Free 1-877-817-6636
Fax (705)848-2408
8:30 - 5:00

ESPANOLA
148 Fleming St
Espanola P5E 1R8
General Inquiry (705)869-1532
Toll Free 1-877-817-6636
Fax (705)869-5602
8:30 - 5:00

GORE BAY
35 Meredith St
PO Bag 9
Gore Bay P0P 1H0
General Inquiry (705)282-2043
Toll Free 1-877-817-6636
Fax (705)282-2792
8:30 - 5:00

HEARST
613 Front St
PO Box 1688
Hearst P0L 1N0
General Inquiry (705)372-2211
Toll Free 1-877-817-6636
Fax (705)372-2391
8:30 - 5:00

HUNTSVILLE
207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-4616
General Inquiry (705)789-4806
Toll Free 1-877-817-6636
Fax (705)789-9533
8:30 - 5:00

IROQUOIS FALLS
260 Main St
PO Box 460
Iroquois Falls P0K 1G0
General Inquiry (705)232-4001
Toll Free 1-877-817-6636
Fax (705)232-6553
8:30 - 5:00

KAPUSKASING
Ontario Government Bldg
West Rd
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)335-6008
Toll Free 1-877-817-6636
Fax (705)335-8765
8:30 - 5:00

KIRKLAND LAKE
10 Government Rd E
PO Box 100
Kirkland Lake P2N 3M6
General Inquiry (705)568-4551
Toll Free 1-877-817-6636
Fax (705)568-4515
8:30 - 5:00

MOOSONEE
Ontario Government Bldg
Revillion Rd N
PO Box 307
Moosonee P0L 1Y0
General Inquiry (705)336-2991
Toll Free 1-877-817-6636
Fax (705)336-2983
8:30 - 5:00

NEW LISKEARD
280 Armstrong St
PO Box 6002
New Liskeard P0J 1P0
General Inquiry (705)647-7391
Toll Free 1-877-817-6636
Fax (705)647-7993
8:30 - 5:00

NORTH BAY
Suite 111, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-6822
Toll Free 1-877-817-6636
Fax (705)497-5544
8:30 - 5:00

PARRY SOUND
Ontario Government Bldg Complex
7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)773-4216
Toll Free 1-877-817-6636
Fax (705)746-8828
8:30 - 5:00

SOUTH PORCUPINE
Ontario Government Complex
Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
(705)235-1667 (Timmins)
Toll Free 1-877-817-6636
Fax (705)235-1668
8:30 - 5:00

STURGEON FALLS
Unit 8, 94A King St
Sturgeon Falls P0H 2G0
General Inquiry (705)753-2900
Toll Free 1-877-817-6636
Fax (705)753-2717
8:45 - 4:45

SUDBURY
Suite 103, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-0061
General Inquiry (705)564-0060
Toll Free 1-877-817-6636
Fax (705)564-0063
8:30 - 5:00

NORTHWEST GOVERNMENT INFORMATION CENTRES

Suite 332, 435 James St S
Thunder Bay P7E 6E3
General Inquiry (807)475-1425
Fax (807)475-1589
8:30 - 5:00

ATIKOKAN
108 Saturn Ave
PO Box 940
Atikokan P0T 1C0
General Inquiry (807)597-2701
Toll Free 1-877-817-6636
Fax (807)597-6185
8:30 - 5:00

CHAPLEAU
190 Cherry St
PO Box 488
Chapleau P0M 1K0
General Inquiry (705)864-1515
Toll Free 1-877-817-6636
Fax (705)864-0681
8:30 - 5:00

DRYDEN
2nd Flr, 479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-8500
Toll Free 1-877-817-6636
Fax (807)223-8502
8:30 - 5:00

FORT FRANCES
922 Scott St
Fort Frances P9A 1J4
General Inquiry (807)274-5329
Toll Free 1-877-817-6636
Fax (807)274-4438
8:30 - 5:00

GERALDTON
208 Beamish Ave W
PO Box 640
Geraldton P0T 1M0
General Inquiry (807)854-0266
Toll Free 1-877-817-6636
Fax (807)854-0335
8:30 - 5:00

IGNACE
Hwy 599 & Hwy 17
PO Box 196
Ignace P0T 1T0
General Inquiry (807)934-2260
Toll Free 1-877-817-6636
Fax (807)934-2304
8:30 - 5:00

KENORA
Suite 104, 810 Robertson St
Kenora P9N 4J2
General Inquiry (807)468-2803
Toll Free 1-877-817-6636
Fax (807)468-2941
8:30 - 5:00

MANITOUWADGE
Manitou Rd
PO Box 1168
Manitouwadge P0T 2C0
General Inquiry (807)826-3227x249 (Closed Mon & Fri)
Toll Free 1-877-817-6636
Fax (807)826-4592
10:00 - 3:00

MARATHON
Suite 105, 52 Peninsula Rd
PO Box 280
Marathon P0T 2E0
General Inquiry (807)229-1153
Toll Free 1-877-817-6636
Fax (807)229-1592
8:30 - 5:00

NIPIGON
5 Wadsworth Dr
PO Box 8
Nipigon P0T 2J0
General Inquiry (807)887-3230
Toll Free 1-877-817-6636
Fax (807)887-2993
8:30 - 5:00

RAINY RIVER
408 Atwood Ave
PO Box 430
Rainy River P0W 1L0
General Inquiry (807)852-3287
Toll Free 1-877-817-6636
Fax (807)852-3938
8:45 - 4:45

RED LAKE
227 Howey St
PO Box 950
Red Lake P0V 2M0
General Inquiry (807)727-2870
Toll Free 1-877-817-6636
Fax (807)727-2861
8:30 - 5:00

SAULT STE MARIE
Roberta Bondar Pl
Suite 110, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-5825
General Inquiry (705)945-5877
Toll Free 1-877-817-6636
Fax (705)945-5958
8:30 - 5:00

SIOUX LOOKOUT
62 Queen St
PO Box 147
Sioux Lookout P8T 1A2
General Inquiry (807)737-1318
Toll Free 1-877-817-6636
Fax (807)737-3419
8:30 - 5:00

THUNDER BAY
Ontario Government Bldg
Main Flr Suite 114, 435 South James St
Thunder Bay P7E 6S7
General Inquiry (807)475-1425
General Inquiry (807)473-3126
Toll Free 1-877-817-6636
Fax (807)475-1763
8:30 - 5:00

WAWA
Hwy 101
PO Box 1370
Wawa P0S 1K0
General Inquiry (705)856-2354
Toll Free 1-877-817-6636
Fax (705)856-7511
8:30 - 5:00

PROGRAMS AND TRANSPORTATION

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5929
Fax (705)945-5931
Fax (705)564-7597 (Sudbury)
8:30 - 5:00

Programs and Transportation recommends policies and programs designed to address Northern needs and circumstances; evaluates existing and proposed initiatives, e.g., transportation; communicates special northern circumstances to other ministries; and identifies and addresses emerging northern issues. The Transportation Program is undertaken in cooperation with the Ontario Ministry of Transportation and the Ontario Northland Transportation Commission (ONTC). The Transportation Program includes a variety of programs directed towards the provision of capital infrastructure and passenger services.

Services offered to the Public:
Access Roads
Local Roads Boards
Logistics Consulting
Northern Highways Program
Winter Roads

REGIONAL ECONOMIC DEVELOPMENT BRANCH

Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7579
Fax (705)564-7583
Fax (705)564-7582 (Director's Office)
http://www.mndm.gov.on.ca/MNDM/nordev/redb/main_pages/default_e.asp
8:30 - 5:00

The Regional Economic Development Branch is comprised of six integrated area teams and one Coordination and Analysis Unit. The Area Teams are the focal point for service delivery in the key economic sectors of the north. Located throughout Northern Ontario, the teams provide clients with one-stop access to economic development services. The Coordination and Analysis Unit coordinates input from the area teams, liaises with line ministries, undertakes research and analysis on broad economic trends and pan-northern initiatives. The integrated approach allows MNDM to more effectively support economic development initiatives in the North by providing a wide range of products and services. This branch is also responsible for the administration of six Business Self-Help offices and two Enterprise Centres located throughout the North.

Services offered to the Public:
Aboriginal Community Capital Infrastructure Program
Business Consulting
Business Retention And Expansion
Business Self-Help Offices/Entreprise Centre
Health Professionals Recruitment Tour
Investment Readiness Test
Local Services Boards
Ontario Small Town and Rural Development Initiative
Resource-Based Tourism Diversification Program
Rural Economic Development Program
Sports, Culture and Tourism Partnerships
Summer Jobs Service
SuperBuild Millennium Partnerships
Support to Agricultural and Horticultural Societies
Tourism Licensing
Veterinary Assistance Program
Violence Against Women Prevention Initiative-Northern Ontario Grants

AREA TEAMS

The Area Teams are the focal point for service delivery in the key economic sectors of the North. Located throughout **Northern Ontario**, the teams provide clients with one-stop access to **economic development** services.

KENORA AND AREA
Suite 104, 810 Robertson St
Kenora P9N 4J2
General Inquiry (807)468-2937
Fax (807)468-2930
Fax (807)468-2930 (NDO Kenora)
Fax (807)727-2946 (Red Lake)
Fax (807)737-3419 (Sioux Lookout)
Fax (807)274-4438 (Rainy River)
Fax (807)223-8502 (Dryden)
Fax (807)274-4438 (Fort Frances)
Fax (807)934-2304 (Ignace)
8:30 - 5:00

NORTH BAY AND AREA
Suite 203, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4045
Fax (705)788-9775 (Huntsville)
Fax (705)647-7993 (New Liskeard)
Fax (705)494-4069
8:30 - 5:00

SAULT STE MARIE AND AREA
Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5914
Fax (705)945-5931
Fax (705)356-7441 (Blind River)
Fax (705)864-0681 (Chapleau)
Fax (705)856-7511 (Wawa)
Fax (705)848-2408 (Elliot Lake)
8:30 - 5:00

SUDBURY AND AREA
Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7517
Fax (705)282-2792 (Gore Bay)
Fax (705)869-5602 (Espanola)
Fax (705)564-7583
Fax (705)746-8828 (Parry Sound)
8:30 - 5:00

THUNDER BAY AND AREA
Suite 332, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1648
Fax (807)475-1589
Fax (807)597-6185 (Atikokan)
Fax (807)229-1592 (Marathon)
Fax (807)887-2993 (Nipigon)
Fax (807)854-0335 (Geraldton)
Fax (807)826-4592 (Manitouwadge)
8:30 - 5:00

TIMMINS AND AREA
Ontario Government Complex E Wing
Hwy 101 E
PO Bag 3060
South Porcupine P0N 1H0
General Inquiry (705)235-1664
Fax (705)568-4515 (Kirkland Lake)
Fax (705)235-1660
Fax (705)272-3489 (Cochrane)
Fax (705)232-6553 (Iroquois Falls)
Fax (705)335-8765 (Kapuskasing)
Fax (705)336-2983 (Moosonee)
Fax (705)372-2391 (Hearst)
8:30 - 5:00

BUSINESS SELF-HELP OFFICES

Business Self-Help Offices have been established in partnership with local **economic development** organizations in Thunder Bay, North Bay, Haileybury, Timmins, Kenora and Huntsville in order to encourage and simplify business start-up. The Entreprise Centres are located in Sudbury and Sault Ste. Marie and provide expanded services to assist new and existing businesses. The Self-Help Offices provide free information and advisory services for anyone wanting to start their own business. They offer a comprehensive **library** of small business start-up resource material, as well as introductory consultations on preparing a business plan, managing a new business, rules and regulations governing new businesses and information on government assistance programs and other sources of help.

ENTERPRISE CENTRE SAULT STE MARIE
3rd Flr, 99 Foster Dr
Sault Ste Marie P6A 5X6
General Inquiry (705)759-5461
Toll Free 1-800-565-4507
Fax (705)759-2185
8:30 - 4:30

HUNTSVILLE BUSINESS SELF-HELP OFFICE
37 Main St E
Huntsville P1H 1A1
General Inquiry (705)789-1751x2256
Toll Free 1-888-696-4255
Fax (705)789-6689
8:30 - 4:30

NORTH BAY BUSINESS SELF-HELP OFFICE
4th Flr, 200 McIntyre St E
PO Box 360
North Bay P1B 8H8
General Inquiry (705)474-0400
Toll Free 1-800-465-6892
Fax (705)474-4493
8:30 - 4:30

NORTHWESTERN ONTARIO BUSINESS SELF-HELP OFFICE
227 1/2 Second Ave S
Kenora P9N 1G1
General Inquiry (807)467-4643
Fax (807)467-4645
8:00 - 4:00

SUDBURY REGIONAL BUSINESS CENTRE
Tom Davies Sq
200 Brady St
Sudbury P3E 5K3
General Inquiry (705)688-7582
Toll Free 1-800-668-7582
Fax (705)671-6767
8:30 - 4:30

THUNDER BAY AND AREA BUSINESS SELF-HELP OFFICE
Suite 102, 200 Syndicate Ave S
Thunder Bay P7E 1C9
General Inquiry (807)625-3972
Toll Free 1-800-668-9360
Fax (807)623-3962
8:30 - 4:30

TIMISKAMING DISTRICT BUSINESS SELF-HELP OFFICE
467 Ferguson Ave
PO Box 339
Haileybury P0J 1K0
General Inquiry (705)672-5155
Toll Free 1-800-361-2281
Fax (705)672-5959
8:30 - 4:30

TIMMINS AND AREA BUSINESS SELF-HELP OFFICE
54 Spruce St S
Timmins P4N 2M5
General Inquiry (705)360-8482
Toll Free 1-800-461-2936
Fax (705)360-1394
8:30 - 4:30

COORDINATION AND ANALYSIS UNIT

Suite 601, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7525
Fax (705)564-7583
8:30 - 5:00

The Coordination and Analysis Unit coordinates input from the area teams, liaises with line ministries, undertakes research and analysis on broad economic trends and pan-northern initiatives.

TRADE AND INVESTMENT MARKETING

Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5904
Fax (705)945-5931
Fax (807)475-1589 (Thunder Bay)
Fax (705)564-7597 (Sudbury)
8:30 - 5:00

Trade and **Investment** Marketing works closely with northern **businesses**, **economic development** practitioners and agencies, and other levels of government to: put **northern Ontario** on the map with investors and buyers in industry sectors and geographic markets important to northern Ontario; promote the goods and services of northern Ontario; market northern Ontario as a good place to live, invest and do business; to identify key sectors and activities to further northern Ontario trade and investment; and organize and participate in trade shows, conferences and missions.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO NORTHLAND TRANSPORTATION COMMISSION

555 Oak St E
North Bay P1B 8L3
General Inquiry (705)472-4500
Fax (705)472-4267
www.ontc.on.ca
7:30 - 5:00

The Ontario Northland **Transportation** Commission (ONTC), a Crown agency in the province of Ontario, is responsible to government through the Ministry of Northern Development and Mines. Its goal is to provide transportation and telecommunication services including rail, bus, **ferry**, for passengers and **freight**. **Rail** passenger services include the Polar Bear Express between Cochrane and Moosonee, the Northlander between Toronto and Cochrane with connector **bus** service to Timmins and Hearst, and the Little Bear, a mixed passenger-freight train between Cochrane and Moosonee.

THE OWEN SOUND TRANSPORTATION COMPANY, LIMITED

343 Eighth St E
Owen Sound N4K 1L3
General Inquiry (519)376-8740
1-800-265-3163 (Ferry Reservations (hours 7:00am-10:00pm))
www.chicheemaun.com
8:30 - 4:30

The Owen Sound **Transportation** Company, Limited (OSTC), an Operational Agency Enterprise in the province of Ontario, is responsible to government through the Ministry of Northern Development and Mines. Its goal is to provide vehicle/passenger **ferry** transportation in the province of Ontario. Ferry services owned and operated by OSTC include the M.S. Chi-Cheemaun between Tobermory and Manitoulin Island. OSTC also provides contract operation of the Pelee Island Ferry service for the Ontario Ministry of Transportation.

ACTS

Mining Act
Ministry of Northern Development and Mines Act
Northern Ontario Heritage Fund Act
Northern Services Boards Act
Ontario Mineral Exploration Act
Ontario Northland Transportation Commission Act
Professional Geoscientists Act, 2000

MINISTRY OF PUBLIC SAFETY AND SECURITY

George Drew Bldg
18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
General Inquiry (416)326-5000
www.corrections.mcs.gov.on.ca
www.solicitorgeneral.msg.gov.on.ca

The Ministry of Public Safety and Security is responsible for programs that protect the public interest in three broad areas: public security and counter-terrorism, correctional services and police and emergency services. It is responsible for overseeing law enforcement, private investigators, fire and ambulance services, the coroner's office, Emergency Measures Ontario and the Office for Victims of Crime. The Ministry is also responsible for managing Ontario's adult and young offender correctional facilities, the Ontario Parole and Earned Release Board and provincial probation and parole offices.

CORRECTIONAL SERVICES

DEPUTY MINISTER OF CORRECTIONAL SERVICES

COMMUNICATIONS BRANCH

George Drew Bldg
18th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-7868
Fax (416)326-3200
www.corrections.mcs.gov.on.ca
8:00 - 6:00

With a variety of strategic communications services, the Communications Branch supports the ministry's policies and programs. The Communications Branch coordinates media conferences, events and interviews for the Minister of Public Safety and Security and senior ministry officials. It provides advice on communications planning and tactics, and produces statements, media releases, speeches and related materials. Specialized units are dedicated to strategic communications and media relations, corporate issues coordination, internal communications and Web site coordination and correspondence management.

INDEPENDENT INVESTIGATIONS UNIT

2nd Flr, 880 Bay St
Toronto M5S 1Z8
General Inquiry (416)326-5070
Toll Free 1-800-463-9760
Fax (416)326-5029
8:30 - 5:00

The **Independent Investigations** Unit (IIU) of the Ministry of Public Safety and Security is responsible for investigating employee **complaint**s (excluding police officers) under the Ontario Public Service Workplace Discrimination and Harassment Prevention Operating Policy. The IIU also investigates, under Section 22 of the Ministry of Correctional Services Act, allegations of sexual impropriety made by Ministry clients against employees of open-custody facilities or Ministry institutions and probation and parole services.

LEGAL SERVICES BRANCH

8th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)314-3509
Fax (416)314-3518
Fax (705)329-6882 (Orillia)
8:30 - 5:00

The Legal Services Branch provides a full range of legal services to the Ministry of Public Safety and Security. Counsel provide advice to diverse clients, based on all aspects of clients' progams, and on the interpretation of statutes and regulations affecting clients' businesses. Counsel participate in developing legislation, prepare a wide variety of contracts and other legal documents and represent the Ministry at court hearings, administrative tribunals and coroners' inquests. The branch acts as legal counsel to the Fire Safety Commission and the Animal Care Review Board and provides advice to the Ontario Civilian Commission on Police Services, Ontario Police Arbitration Commission and Ontario Parole and Earned Release Board. The Legal Services Branch also has an office located at 777 Memorial Avenue, Lincoln M. Alexander Bldg., Orillia L3V 7V3. All branch counsel are employees of the Attorney General's Office.

CORRECTIONS

ADULT INSTITUTIONAL SERVICES

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)327-3849
8:30 - 5:00

The Adult Institutional Services (AIS) stream develops and reviews policies, programs and procedures for incarcerated remanded and sentenced adult offenders. It also provides coordination and support to regional and field personnel in the development, operation and evaluation of programs and services in adult correctional facilities. The AIS assistant deputy minister has the following direct reports: Infrastructure Renewal Project; Offender Transportation Project; Management and Operational Support; Transition Planning; and four regional offices.

ALTERNATIVE SERVICE DELIVERY

17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-6699
Fax (416)327-1817
8:30 - 5:00

The Alternative Service Delivery unit has been established as one part of the ministry's transformation plan to support and enhance the ministry's multi-year improvement strategy of correctional services in Ontario. It is responsible for establishing partnerships with service providers, in either the public or private sector, who contribute their expertise to assist the ministry in delivering safe, secure, efficient, effective and accountable services.

CONTRACT COMPLIANCE UNIT

1501 Fuller Ave
Penetanguishene L9M 2G2
General Inquiry (705)549-5121
Fax (705)549-5122
8:30 - 5:00

The Contract Compliance Unit monitors and ensures compliance of the contractual obligations regarding the operation of the Central North Correctional Centre (Penetanguishene) in delivering a safe, secure, efficient, effective and accountable correctional service.

INFRASTRUCTURE RENEWAL PROJECT

George Drew Bldg
17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-1464
Fax (416)327-1470
8:00 - 5:00

The mandate of the Infrastructure Renewal Project is to renew (rebuild/retrofit) the existing institution corrections infrastructure by establishing a system of cost efficient institutions that would provide greater equity in correctional services throughout the province and enhance public safety by establishing safer and more secure facilities.

INTEGRATED JUSTICE PROJECT

6th Flr, 55 York St
Toronto M5J 1R7
General Inquiry (416)326-2121
Fax (416)326-4797
9:00 - 5:00

The **Integrated Justice** Project will deliver solutions capable of supporting the justice Enterprise's shared vision of transforming justice for the good of all the people of Ontario. When fully implemented it will create a modern, effective and accessible justice system. The project involves the Ministries of the Attorney General and Public Safety and Security, working with a private-sector consortium and includes all components of the justice system: the bench, the bar, Crowns, courts, police, corrections and the public.

OFFENDER TRANSPORTATION PROJECT

Suite 704, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)675-7757
Fax (519)675-7779
8:30 - 4:45

The Offender Transportation Project is to analyze and consult with all stakeholders and recommend options for transportation of inmates to court, between institutions, and into the community. Public safety paramount and freeing up line police from transport duties are major requirements.

TRANSITION PLANNING

Suite 110, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-7971
Fax (905)279-1838
8:30 - 4:30

Transition Planning develops plans and strategies to decommission closing institutions and open new institutions. This includes all operational, staffing, administrative and program issues related to the seamless transition of offices to the Ministry of Public Safety and Security. The Employee Transition units have been established to assist employees during the ministry's transformation period.

EMPLOYEE TRANSITION UNIT - CENTRAL/EASTERN REGION
Suite 105, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-7135
Toll Free 1-888-475-2392
Fax (905)279-7153
8:15 - 4:30

EMPLOYEE TRANSITION UNIT - WESTERN/NORTHERN REGION
Suite 704, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)661-6177
Toll Free 1-866-826-2911
Fax (519)675-7779
Fax (705)494-3070 (North Bay)
8:30 - 4:30

COMMUNITY AND YOUNG OFFENDER SERVICES

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)327-0478
8:30 - 5:00

The Community and **Young Offender** Services stream is responsible for supervising all adult offenders 18 years and over who are on probation, conditional sentence or provincial **parole**. Community and Young Offender Services is also responsible for supervising young people aged 16 and 17 who are placed in secure or open custody, in community on probation or alternative measures. Probation and parole officers work closely with all courts of criminal jurisdiction in Ontario and with the Ontario Parole and Earned Release Board (OPERB). **Probation and parole** staff supply pre-sentence, pre-disposition and progress reports to judges, pre-parole reports to the OPERB; supervision, assistance to probationers, offenders on conditional sentence, parole, young offenders and former offenders who need assistance after release. Staff offer **counselling** and guidance in life skills, **alcohol** and **substance abuse**, job search techniques, street management and interpersonal skills.

BELL CAIRN STAFF DEVELOPMENT CENTRE

467 Beach Blvd
Hamilton L8H 6W8
General Inquiry (905)548-5000
Fax (905)548-5001
8:30 - 4:30

As part of the Ministry of Public Safety and Security, the Bell Cairn Staff Development Centre provides **training** and development programs through a variety of mediums, as well as consultation and organizational enhancement for all ministry staff, and training for private correctional agencies under contract to the ministry. This includes basic training for correctional officers, **probation and parole** officers, in addition to a wide range of professional development and management training

programs. The centre has produced a variety of training materials and guide books which are available to training personnel from other ministries.

FINANCE AND BUSINESS SYSTEMS

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-8614
Fax (416)327-6526
8:30 - 5:00

The Finance and Business Systems office provides leadership in financial controllership, planning, analysis, technical and other financial services to Correctional Services, through direct delivery of service or through service managed contracts. The operational streams reporting to the Director, Finance and Business Systems include Financial Resources Unit and Technology Coordination Unit.

FINANCIAL RESOURCES UNIT

17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-6549
Fax (416)327-3316
8:30 - 5:00

The Financial Resources Unit, under the direction of the Director, Finance and Business Systems, is responsible for providing financial planning, analysis, advice, expertise, performance management, and information systems to support the Business Plan.

TECHNOLOGY COORDINATION UNIT

17th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-6549
Fax (416)327-2435
8:30 - 5:00

The Technology Coordination Unit provides technology planning and support service to increase the use of technology in Correctional Services and ensure that maximum benefits are derived from technology investments. The unit also provides advice and support to the assistant deputy ministers, divisional managers and staff; and the Integrated Justice Information Technology Division on technology matters affecting the Ministry of Public Safety and Security. Regarding offender systems such as the Offender Tracking Information System, the unit helps to define user requirements and resolve operational and policy issues related to technology projects. The unit also participates in project approvals, the development of training plans, field communications and the coordination of system change testing by users (User Acceptance Testing).

TECHNOLOGY COORDINATION UNIT - NORTH BAY
4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3399
Fax (705)494-3347
8:30 - 4:30

OFFICE OF THE ANTI-RACISM COORDINATOR

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-2433
Fax (416)327-0074
8:30 - 5:00

The functions of the Office of the **Anti-Racism** Coordinator are to address anti-**discrimination** and multiculturalism issues throughout the Ministry of Public Safety and Security, and to monitor and assist the ministry to implement related initiatives. The Coordinator also recommends anti-discrimination strategies for the correctional system to the Assistant Deputy Ministers.

YOUNG OFFENDER PROJECTS

George Drew Bldg
16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-8614
Fax (416)327-6526
8:15 - 4:45

The Young Offender Projects unit works on a number of projects related to the proposed federal youth legislation, the Young Offenders Act, federal-provincial cost-sharing agreements, and the Ontario's Youth Justice Strategy. The implementation of the YCJA and the associated systemic issues (technology, training, operational and community partnerships) are coordinated through this unit.

INSTITUTIONS

The Ministry of Public Safety and Security's correctional **institution**s consist of **correctional centres**, **detention centres**, **jails**, treatment centres and **youth** centres.

CORRECTIONAL CENTRES

BURTCH CORRECTIONAL CENTRE
258 Burtch Rd (County Rd 26)
RR 1
Mount Pleasant N0E 1K0
General Inquiry (519)484-2461
Fax (519)484-2587 (Administration)
Fax (519)484-2131 (Records)
Fax (519)484-2603 (Confidential)
8:00 - 4:00

CENTRAL EAST CORRECTIONAL CENTRE
40 Simpson Rd
Lindsay K9V 6H2
General Inquiry (705)324-5546
(705)799-0849 (Messages)
Fax (705)324-1715
8:15 - 4:45

CENTRAL NORTH CORRECTIONAL CENTRE
c/o Management & Training Corporation Canada
1501 Fuller Ave
Penetanguishene L9M 2G2
General Inquiry (705)549-9470
Fax (705)549-0634
8:00 - 5:00

GUELPH CORRECTIONAL CENTRE
785 York Rd
PO Box 3600
Guelph N1H 6P3
General Inquiry (519)822-0020
Fax (519)763-6586 (Superintendent's Office)
Fax (519)822-0591 (Business Office)
8:00 - 4:30

MAPLEHURST CORRECTIONAL COMPLEX
661 Martin St
PO Box 10
Milton L9T 2Y3
General Inquiry (905)878-8141
Fax (905)876-7300 (General Administration)
Fax (905)878-1572 (Inmate Records Dept)
Fax (905)878-1435 (Health Care Unit)
Fax (905)878-4297 (General Duties Managers)
Fax (905)878-5363 (Superintendent's Office)
8:30 - 4:30

MILLBROOK CORRECTIONAL CENTRE
King St W
PO Box 300
Millbrook L0A 1G0
General Inquiry (705)932-2624
Fax (705)932-2962
Fax (705)932-2081 (Superintendent's Office)
8:00 - 4:30

MIMICO CORRECTIONAL CENTRE
130 Horner Ave
Toronto M8Z 4X8
General Inquiry (416)314-9600
Fax (416)314-9698 (Top of #4 Bldg)
Fax (416)314-4734 (Records)
Fax (416)314-9606 (Superintendent's Office)
8:15 - 4:30

MONTEITH CORRECTIONAL COMPLEX
Junction Hwy 11 & 577
PO Box 90
Monteith P0K 1P0
General Inquiry (705)232-4092
Fax (705)232-5704 (Superintendent)
Fax (705)232-4530 (Administration)
Fax (705)232-2121 (Records)
Fax (705)232-5436 (Medical Department)
8:30 - 4:15

NORTHERN TREATMENT CENTRE
800 Great Northern Rd
Sault Ste Marie P6A 5K7
General Inquiry (705)946-0995
Fax (705)946-2925 (Superintendent's Office)
Fax (705)946-4047 (Deputy Superintendent's Office)
Fax (705)946-3727 (Health Care Office)
Fax (705)946-0366 (Inmate Records Office)
Fax (705)946-0314 (Administration Office)
8:15 - 4:30

ONTARIO CORRECTIONAL INSTITUTE
109 McLaughlin Rd S
Brampton L6Y 2C8
General Inquiry (905)457-7050
Fax (905)452-8606
Fax (905)874-4051 (Superintendent)
8:15 - 4:30

RIDEAU CORRECTIONAL AND TREATMENT CENTRE
4707 County Rd 2
RR 3
Merrickville K0G 1N0
General Inquiry (613)269-4771
Fax (613)269-2088 (Treatment Services Bldg)
Fax (613)269-3235 (Superintendent's Office)
Fax (613)269-3583 (Business Office/Records)
8:00 - 4:00

ST LAWRENCE VALLEY CORRECTIONAL AND TREATMENT CENTRE
1804 Hwy 2 E
Brockville K6V 5T1
General Inquiry (613)345-1461
Fax (613)345-3844
8:00 - 5:00

THUNDER BAY CORRECTIONAL CENTRE
Hwy 61 S
PO Box 1900
Thunder Bay P7C 4Y4
General Inquiry (807)475-8401
Fax (807)475-9240
8:15 - 4:30

VANIER CENTRE FOR WOMEN
205 McLaughlin Rd S
PO Box 1150
Brampton L6V 2M5
General Inquiry (905)459-9100
Fax (905)452-8522
8:15 - 4:30

WOMEN'S CORRECTIONAL INSTITUTION, MILTON
655 Martin St
PO Box 1040
Milton L9T 5E6
General Inquiry (905)878-8141
Fax (905)876-7334
8:00 - 5:00

DETENTION CENTRES

ELGIN-MIDDLESEX DETENTION CENTRE
711 Exeter Rd
London N6E 1L3
General Inquiry (519)686-1922
Fax (519)686-5265 (Superintendent's Office)
Fax (519)661-2205 (Program Department)
Fax (519)686-4178 (Health Care Department)
Fax (519)686-0352 (Records/Business Office)
Fax (519)661-2206 (Shift Manager's Office)
8:30 - 4:15

HAMILTON-WENTWORTH DETENTION CENTRE
165 Barton St E
Hamilton L8L 2W6
General Inquiry (905)523-8800
Fax (905)523-8079 (Young Offender Unit)
Fax (905)529-0977 (Superintendent's Office)
Fax (905)523-8596 (Medical Unit)
Fax (905)523-0998 (Records/Accounts)
8:30 - 4:30

NIAGARA DETENTION CENTRE
Hwy 58 1355 Uppers Lane
PO Box 1050
Thorold L2V 4A6
General Inquiry (905)227-6321
Fax (905)227-2986 (Records Department)
Fax (905)227-0032 (Superintendent's Office)
Fax (905)227-0097 (Medical Department)
Fax (905)680-7129 (IC's Office)
8:30 - 4:30

OTTAWA-CARLETON DETENTION CENTRE
2244 Innes Rd
Ottawa K1B 4C4
General Inquiry (613)824-6080
Fax (613)824-1297
8:00 - 4:00

QUINTE DETENTION CENTRE
89 Richmond Blvd
Napanee K7R 3S1
General Inquiry (613)354-9701
Fax (613)354-6128 (Records Department)
Fax (613)354-9114 (Superintendent's Office)
8:30 - 4:30

TORONTO EAST DETENTION CENTRE
55 Civic Rd
Scarborough M1L 2K9
General Inquiry (416)750-3513
Fax (416)750-3345 (Superintendent's Office)
Fax (416)752-2787 (Classification Office)
Fax (416)750-9131 (Business Office)
Fax (416)750-4748 (Records Office)
8:30 - 4:30

TORONTO WEST DETENTION CENTRE
111 Disco Rd
PO Box 4950
Rexdale M9W 5L6
General Inquiry (416)675-1806
Fax (416)674-7515 (Records/Classification/ West Wing/Maintenance/Kitchen/Laundry)
Fax (416)675-0800 (Operational Managers, East Wing/Scheduling/Staff Training/ Recreation/Staff Services)
Fax (416)675-2310 (Health Care)
8:30 - 4:30

JAILS

BRANTFORD JAIL
105 Market St
Brantford N3T 6A9
General Inquiry (519)752-6578
Fax (519)752-7461
8:00 - 4:30

BROCKVILLE JAIL
10 Wall St
Brockville K6V 4R9
General Inquiry (613)342-1456
Fax (613)342-0962
Fax (613)342-9004 (Confidential)
8:15 - 4:15

CHATHAM JAIL
17 Seventh St
Chatham N7M 4J9
General Inquiry (519)352-0150
Fax (519)351-3578
8:00 - 4:30

CORNWALL JAIL
7 Water St W
PO Box 1418
Cornwall K6H 5V5
General Inquiry (613)932-5720
Fax (613)932-9461
8:00 - 4:00

FORT FRANCES JAIL
310 Nelson St
Fort Frances P9A 1B1
General Inquiry (807)274-7708
Fax (807)274-3304
8:15 - 4:00

KENORA JAIL
1430 River St
Kenora P9N 1K5
General Inquiry (807)468-2871
Fax (807)468-2876
8:00 - 4:00

LINDSAY JAIL
50 Victoria Ave N
Lindsay K9V 4G3
General Inquiry (705)324-3792
General Inquiry (705)324-4333
Fax (705)328-1656
8:00 - 4:30

NORTH BAY JAIL
2550 Trout Lake Rd
North Bay P1B 7S7
General Inquiry (705)472-8115
Fax (705)472-3803 (Administration)
Fax (705)495-3817 (Operations)
Fax (705)495-8420 (Superintendent)
8:30 - 4:45

OWEN SOUND JAIL
1237 Third Ave E
PO Box 517
Owen Sound N4K 5R1
General Inquiry (519)376-0435
Fax (519)376-7927
8:30 - 4:45

PEMBROKE JAIL
297 Pembroke St E
Pembroke K8A 3K2
General Inquiry (613)735-0647
Fax (613)735-2741
8:30 - 4:30

SARNIA JAIL
700 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-3261
Fax (519)337-0826 (Operational Managers' Office & Video Remand)
Fax (519)336-6505 (Administration Department)
Fax (519)337-5898 (Health Care Department)
8:15 - 4:30

SAULT STE MARIE JAIL
145 McNabb St
Sault Ste Marie P6B 1Y2
General Inquiry (705)256-3020
Fax (705)256-3028
8:30 - 4:30

STRATFORD JAIL
30 St Andrew St
Stratford N5A 1A3
General Inquiry (519)271-2180
Fax (519)273-1938
8:00 - 4:00

SUDBURY JAIL
181 Elm St W
Sudbury P3C 1T8
General Inquiry (705)564-4150
Fax (705)564-4157
Fax (705)564-4133 (Superintendent's Office)
8:00 - 4:30

THUNDER BAY JAIL
285 MacDougall St
Thunder Bay P7A 2K6
General Inquiry (807)345-7364
Fax (807)345-0390
8:30 - 4:30

TORONTO JAIL
550 Gerrard St E
Toronto M4M 1X6
General Inquiry (416)325-8600
Fax (416)325-3284 (Health Care Unit)
Fax (416)325-3035 (Records)
Fax (416)325-4453 (Social Services)
Fax (416)325-8616 (Superintendent's Office)
8:30 - 4:30

WALKERTON JAIL
209 Cayley St
PO Box 429
Walkerton N0G 2V0
General Inquiry (519)881-3442
Fax (519)881-2182
8:15 - 4:30

WHITBY JAIL
200 Victoria St W
Whitby L1N 6G3
General Inquiry (905)668-7791
Fax (905)668-8388
8:30 - 4:00

WINDSOR JAIL
378 Brock St
PO Box 7038
Windsor N9C 3Y6
General Inquiry (519)973-1324
Fax (519)973-1376
8:00 - 4:00

YOUTH CENTRES

BLUEWATER YOUTH CENTRE
Hwy 21 S
PO Box 71
Goderich N7A 3Y8
General Inquiry (519)524-2107
Fax (519)524-6933
Fax (519)524-5737 (Superintendent's Office)
8:30 - 4:30

BROCKVILLE JAIL, YOUNG OFFENDERS UNIT
10 Wall St
Brockville K6V 4R9
General Inquiry (613)342-1456
Fax (613)342-0962
8:30 - 4:30

BROOKSIDE YOUTH CENTRE
390 King St E
PO Box 159
Cobourg K9A 4K6
General Inquiry (905)372-5451
Fax (905)372-7788
8:00 - 4:00

CECIL FACER YOUTH CENTRE
Box 850 Stn B
Sudbury P3E 4S3
General Inquiry (705)522-1250
Fax (705)522-6017 (Administration/ Personnel)
Fax (705)522-7715 (Records/Business Office)
8:00 - 4:00

ELGIN-MIDDLESEX DETENTION CENTRE, YOUNG OFFENDERS UNIT
711 Exeter Rd
London N6E 1L3
General Inquiry (519)686-1922x248
8:00 - 4:00

HAMILTON-WENTWORTH DETENTION CENTRE, YOUNG OFFENDERS UNIT
165 Barton St E
Hamilton L8L 2W6
General Inquiry (905)523-8800
Fax (905)523-8079
8:30 - 4:30

KENORA JAIL, YOUNG OFFENDERS UNIT
1430 River St
Kenora P9N 1K5
General Inquiry (807)468-2871
Fax (807)468-2876
8:00 - 4:00

OTTAWA-CARLETON DETENTION CENTRE, YOUNG OFFENDERS UNIT
2244 Innes Rd
Ottawa K1B 4C4
General Inquiry (613)824-6080
Fax (613)824-1297
8:00 - 4:00

PROJECT TURNAROUND
PO Box 130
Moonstone L0K 1N0
General Inquiry (705)835-0200
Fax (705)835-0201
8:00 - 4:00

QUINTE DETENTION CENTRE, YOUNG OFFENDERS UNIT
89 Richmond Blvd
Napanee K7R 3S1
General Inquiry (613)354-9701
Fax (613)354-6128 (Records Office)
Fax (613)354-9114 (Superintendent's Office)
8:30 - 4:30

SAULT STE MARIE JAIL, YOUNG OFFENDERS UNIT
145 McNabb St
Sault Ste Marie P6B 1Y2
General Inquiry (705)256-3020
Fax (705)256-3028
8:30 - 4:30

SPRUCEDALE YOUTH CENTRE
660 Ireland Rd
PO Box 606
Simcoe N3Y 4L8
General Inquiry (519)426-3561
Fax (519)428-1407
8:30 - 4:30

THUNDER BAY CORRECTIONAL CENTRE, YOUNG OFFENDERS UNIT
Hwy 61 S
PO Box 1900
Thunder Bay P7C 4Y4
General Inquiry (807)475-8401
Fax (807)475-9240
8:15 - 4:30

TORONTO YOUTH ASSESSMENT CENTRE
130 Horner Ave
Etobicoke M8Z 4X8
General Inquiry (416)314-0800
Fax (416)314-0822
9:00 - 5:00

VANIER CENTRE FOR WOMEN, YOUNG OFFENDERS UNIT
205 McLaughlin Rd S
PO Box 1150
Brampton L6V 2M5
General Inquiry (905)459-9100
Fax (905)452-8522 (Superintendent's Office)
8:15 - 4:30

WINDSOR JAIL, YOUNG OFFENDERS UNIT
378 Brock St
PO Box 7038
Windsor N9C 3Y6
General Inquiry (519)973-1324
Fax (519)973-1376
8:00 - 4:00

MANAGEMENT AND OPERATIONAL SUPPORT BRANCH

16th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)327-9911
Fax (416)314-5987
8:30 - 4:30

The Management and Operational Support Branch is responsible for all aspects of service delivery, including the implementation and monitoring of procedures for the supervision of incarcerated adult offenders, adult offenders under community supervision, and young offenders in the community and in correctional facilities.

ADULT COMMUNITY SERVICES

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3386
Fax (705)494-3389
8:30 - 5:00

The Adult Community Services develops, reviews and revises policies and procedures for the supervision of adult offenders under probation, parole and conditional sentence. It also provides coordination and consultation to regional and field personnel in the development and operation of correctional programs for adult offenders in the community.

ADULT INSTITUTIONAL SERVICES

3rd Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3351

The Adult Institutional Services stream develops, reviews and revises operational policies and procedures for the supervision of incarcerated adult offenders. It also provides coordination and support to regional and field personnel in the development, operation and evaluation of programs and services in adult correctional facilities.

OFFENDER TRANSFER

Suite 110, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-3194
Fax (905)279-6233
7:30 - 4:00

The **Offender** Transfer unit oversees the transfer, **classification** and reclassification of adult offenders to correctional settings that most appropriately meet their program and custodial needs. The unit manages federal penitentiary placement, Canadian Police Information Centre authorization, **interprovincial** and **international** transfers. It also provides training, advice and consultation to institutional staff in the classification and transfer process.

INFORMATION MANAGEMENT UNIT

4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3366
Fax (705)494-3009
7:00 - 5:00

The Information Management Unit is responsible for the research, analysis and preparation of correspondence, briefing and tour materials on operational issues within the Correctional Services.

INVESTIGATION AND SECURITY UNIT

Suite 110, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-6047
Fax (905)279-1295
8:00 - 5:00

The **Investigation** and Security Unit is responsible for overseeing the ministry's high profile investigations involving significant violations of ministry policy and procedures with respect to **offender**s and/or ministry employees. This unit is also responsible for managing the development, implementation and communication of investigation and security standards in order to enable the ministry to enact changes to improve correctional business practices and to enhance public safety.

PROFESSIONAL AND SHARED SERVICES

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3340
Fax (705)494-3364
8:30 - 5:00

Professional and Shared Services unit establishes practice standards for professional services; develops related ministry operational policies and procedures; provides professional consultation and advice; monitors compliance with established standards and reports back to senior and local management; provides professional input on strategic issues; represents the ministry on the Provincial Schools Authority; supports ministry initiatives by orienting to portfolio areas, project assistance and maintaining strong linkages. This unit is also responsible for Critical Incident Stress Management, Chaplaincy Services and Aboriginal issues.

PROGRAM EFFECTIVENESS UNIT

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3352
Fax (705)494-3364
8:30 - 5:00

The core functions of the Program Effectiveness Unit include program design, program evaluation, and applied research. Evaluation and research findings are used primarily to inform policy and planning decisions and to contribute to continuous program improvement.

STATISTICAL SERVICES

3rd Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3352
Fax (705)494-3420
8:30 - 5:00

Statistical Services operates as a support service to both the operational and administrative areas of the Correctional Services. The unit maintains a wide range of **database**s and information relating to correctional populations, facility utilization rates, and **offender** admissions. Statistical Services also provides trends analyses, aggregate offender profiles, population projections, etc, as well as responding to requests for information from a variety of external sources.

TRILCOR INDUSTRIES

Unit 6, 17 Wilson Dr
Milton L9T 3J7
General Inquiry (905)876-8807
Fax (905)876-8813
8:00 - 4:30

Trilcor Industries, a department of the Correctional Services, is responsible for administering Industrial Programs. Trilcor operates industrial programs in seven provincial **correctional centres**, as well as a business office in Milton. Trilcor's purpose is to provide meaningful work experience to adult **offender**s in a real life environment that will assist in preparing them for return to the community as a whole. Trilcor is charged with administering the manufacture and sale of the products and services it generates while supervising and **training** the inmate workforce. Trilcor markets its products to its parent ministry, other provincial ministries, federal agencies, municipal governments and police services.

YOUNG OFFENDER SERVICES

3rd Flr, 200 First Ave W
North Bay P1B 9M3
General Inquiry (705)494-3332
Fax (705)494-3389
8:30 - 5:00

The Young Offender Services develops strategies pertaining to the Young Offenders Act and the Ministry of Correctional Services Act. It also develops and implements policies and programs to ensure that services delivered to young persons in the care of the ministry are consistent with principles of relevant legislation.

ASSESSMENT, PLACEMENT AND TRANSFER

Bldg C
Suite 101, 177 Judson St
Etobicoke M8Z 1A4
General Inquiry (416)314-5815
Fax (416)314-5822
9:00 - 5:00

The Office of the Provincial Coordinator, Assessment, Placement and Transfer coordinates assessments, placements and transfers for the ministry's **young offender** secure detention/**custody** system.

PROBATION AND PAROLE OFFICES

The Ministry of Public Safety and Security is responsible for providing **community** supervision to adults and **young offender**s reporting to the ministry's **probation and parole** offices.

AJAX-PICKERING
Unit 3, 1099 Kingston Rd
Pickering L1V 1B5
General Inquiry (905)683-0373
General Inquiry (905)831-2600
Fax (905)420-5720
8:30 - 4:45

ALLISTON
Suite 208, 27 Victoria St E
Alliston L9R 1T3
General Inquiry (705)435-4352
Fax (705)435-2276
8:00 - 5:00

BANCROFT
5 Fairway Blvd
PO Box 1852
Bancroft K0L 1C0
General Inquiry (613)332-4040
Fax (613)332-5672
8:30 - 4:30

BARRIE
2nd Flr, 114 Worsley St
Barrie L4M 1M1
General Inquiry (705)739-6480
Fax (705)739-6483
8:30 - 4:45

BELLEVILLE
3rd Flr, 15 Victoria Ave
Belleville K8N 1Z5
General Inquiry (613)968-5737
Fax (613)966-7951
8:15 - 4:30

BLUEWATER YOUTH CENTRE - INSTITUTION LIAISON OFFICE
Hwy 21 S
PO Box 71
Goderich N7A 3Y8
General Inquiry (519)524-2107
Fax (519)524-8418
8:00 - 4:30

BRACEBRIDGE
3 Dominion St
PO Box 1872
Bracebridge P1L 1V8
General Inquiry (705)645-8768
Fax (705)645-7608
8:30 - 4:30

BRAMPTON
Unit 15, 155 Clark Blvd
Brampton L6T 4G6
General Inquiry (905)874-4058
Fax (905)874-4063
8:30 - 4:45

BRANTFORD
Suite 306, 38 Darling Crt
Brantford N3T 6A8
General Inquiry (519)752-6505
Fax (519)752-8913
8:30 - 4:45

BROCKVILLE
75 Water St W
Brockville K6V 3L7
General Inquiry (613)345-3061
Fax (613)342-5697
8:30 - 5:00

BURLINGTON
Unit 7, 920 Brant St
Burlington L7R 4J1
General Inquiry (905)637-3457
Fax (905)637-0409
8:30 - 4:45

BURTCH CORRECTIONAL CENTRE - INSTITUTION LIAISON OFFICE
258 Burtch Rd
PO Box 940
Brantford N3T 5S6
General Inquiry (519)484-2461x218
Fax (519)484-2575
8:00 - 4:00

CALEDONIA
Suite 2, 282 Argyle St S
Caledonia N3W 1K7
General Inquiry (905)765-5735
Fax (905)765-5794

CAMBRIDGE
Unit 21, 73 Water St N
Cambridge N1R 7L6
General Inquiry (519)740-5966
Fax (519)740-5971
8:30 - 4:45

CAMPBELLFORD
36 Front St S
PO Box 1117
Campbellford K0L 1L0
General Inquiry (705)653-2339
Fax (705)653-2339
8:00 - 4:00

CHAPLEAU
190 Cherry St
Box 419
Chapleau P0M 1K0
General Inquiry (705)864-1230
Fax (705)864-2271
8:30 - 4:45

CHATHAM
234 Grand Ave W
Chatham N7L 1C1
General Inquiry (519)352-1243
Fax (519)352-2839
8:30 - 4:45

COBOURG
Victoria Hall
55 King St W
Cobourg K9A 2M2
General Inquiry (905)372-8739
Fax (905)372-0764
8:30 - 4:45

COCHRANE
59 1st St
PO Box 1119
Cochrane P0L 1C0
General Inquiry (705)272-4348
Fax (705)272-3010
8:30 - 4:45

COLLINGWOOD
1st Flr, 150 St Paul St
Collingwood L9Y 3P2
General Inquiry (705)445-3110
Fax (705)445-9336
8:30 - 4:45

CORNWALL
331 Pitt St
Cornwall K6J 3R1
General Inquiry (613)933-6335
Fax (613)938-5052
8:15 - 4:45

DRYDEN
Ontario Government Bldg
1st Flr, 479 Government St
PO Box 787
Dryden P8N 2Z4
General Inquiry (807)223-3356
Fax (807)223-3361
8:15 - 4:30

DURHAM EAST
Unit 1, 1916 Dundas St E
Whitby L1N 9J4
General Inquiry (905)571-3774
Fax (905)436-6882
8:30 - 4:45

ELGIN-MIDDLESEX DETENTION CENTRE - INSTITUTION LIAISON OFFICE
711 Exeter Rd
London N6E 1L3
General Inquiry (519)686-1922
Fax (519)661-2205
8:00 - 4:30

ELLIOT LAKE
16 Philip Walk
Elliot Lake P5A 2S6
General Inquiry (705)848-7091
Fax (705)848-4670
8:00 - 4:30

ESPANOLA
Ontario Government Bldg
Suite 4, 148 Fleming St
Espanola P5E 1R8
General Inquiry (705)869-2882
Fax (705)869-4041
8:15 - 4:30

FORT FRANCES
2nd Flr, 340 Scott St
Fort Frances P9A 1G9
General Inquiry (807)274-7743
Fax (807)274-9442
8:15 - 4:30

GERALDTON
Ontario Government Bldg
208 Beamish Ave W
PO Box 1119
Geraldton P0T 1M0
General Inquiry (807)854-1774
Fax (807)854-1623
8:15 - 4:30

GODERICH
Courthouse
Bsmt Level, 1 Court House Sq
Goderich N7A 1M2
General Inquiry (519)524-2193
Fax (519)524-8960
8:00 - 5:00

GRAVENHURST
150E Second St S
Gravenhurst P1P 1H4
General Inquiry (705)687-8817
Fax (705)687-1498
8:30 - 4:45

GUELPH
36 Wyndham St S
Guelph N1H 7J5
General Inquiry (519)837-6306
Fax (519)837-6311
8:30 - 4:45

GUELPH CORRECTIONAL CENTRE - INSTITUTION LIAISON OFFICE
2nd Flr, 785 York Rd
Guelph N1H 6P3
General Inquiry (519)822-0020
Fax (519)822-3960
8:00 - 5:00

HAILEYBURY
Land & Registration Bldg
Bsmt, 375 Main St
PO Box 624
Haileybury P0J 1K0
General Inquiry (705)672-3397
Fax (705)672-5498
8:00 - 5:15

HAMILTON CENTRE
Suite 104, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7527
Fax (905)521-7507
8:30 - 4:45

HAMILTON EAST
402 Nash Rd
Hamilton L8H 7P5
General Inquiry (905)549-9977
Fax (905)545-0255
8:30 - 4:45

HAMILTON MOUNTAIN
Suite 107, 891 Upper James St
Hamilton L9C 7N1
General Inquiry (905)574-8300
Fax (905)574-8101
8:30 - 4:45

HAWKESBURY
692A Main St E
Hawkesbury K6A 1B4
General Inquiry (613)632-5911
Fax (613)632-8963
8:30 - 4:45

HEARST
Government Complex
613 Front St
PO Box 2349
Hearst P0L 1N0
General Inquiry (705)372-2394
Fax (705)372-2397
8:00 - 4:45

HUNTSVILLE
Suite 203, 36 Chaffey St
Huntsville P1H 1J4
General Inquiry (705)789-4467
Fax (705)789-0722
8:30 - 4:45

IROQUOIS FALLS
743 Ambridge Dr
PO Box 908
Iroquois Falls P0K 1G0
General Inquiry (705)232-5111
Fax (705)232-6440
8:30 - 4:30

KAPUSKASING
Ontario Government Bldg
Hwy 11 W
RR 2, PO Box 1
Kapuskasing P5N 2X8
General Inquiry (705)335-6116
Fax (705)335-8703
8:30 - 4:30

KENORA
Suite 107, 810 Robertson St
Kenora P9N 4J3
General Inquiry (807)468-2857
Fax (807)468-2863
8:00 - 4:30

KESWICK
Unit 8, 204 Simcoe Ave
Keswick L4P 2H7
General Inquiry (905)476-5080
Fax (905)476-8070
8:30 - 4:45

KINGSTON
43 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7200
Fax (613)536-7201
8:30 - 4:45

KIRKLAND LAKE
3rd Flr, 6 Tweedsmuir Rd
Kirkland Lake P2N 1H9
General Inquiry (705)567-9396
Fax (705)567-6733
8:30 - 5:00

KITCHENER CENTRE
Unit 6, 1780 King St E
Kitchener N2G 2P1
General Inquiry (519)571-6105
Fax (519)571-6110
8:30 - 4:45

KITCHENER WEST
617A King St W
Kitchener N2G 1C7
General Inquiry (519)578-3070
Fax (519)578-9016
8:30 - 4:45

LEAMINGTON
Suite 104, 75 Erie St S
Leamington N8H 3B2
General Inquiry (519)326-9005
Fax (519)326-6357
8:30 - 4:45

LINDSAY
2nd Flr, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-5621
Fax (705)324-5173
8:15 - 4:30

LONDON CENTRE
1st Flr M, 80 Dundas St
London N6A 6A9
General Inquiry (519)679-7120
Toll Free 1-800-265-4740 (Area Code 519 Only)
Fax (519)679-9352
8:30 - 4:45

LONDON EAST
Suite 103, 231 Dundas St
London N6A 1H1
General Inquiry (519)661-6631
Fax (519)661-6636
8:30 - 4:45

MANITOWANING
1 Arthur St
PO Box 189
Manitowaning P0P 1N0
General Inquiry (705)859-3184
Fax (705)859-2051
8:15 - 4:30

MAPLEHURST CORRECTIONAL CENTRE - INSTITUTION LIAISON OFFICE
661 Martin St
PO Box 10
Milton L9T 2Y3
General Inquiry (905)878-8141
Fax (905)878-5006
8:30 - 4:30

MARATHON
52 Peninsula Rd
PO Box 1779
Marathon P0T 2E0
General Inquiry (807)229-2407
Fax (807)229-2504
8:15 - 4:30

MIDLAND
Ground Flr, 305 Midland Ave
Midland L4R 3K5
General Inquiry (705)526-3715
Fax (705)526-3086
8:30 - 4:45

MILLBROOK CORRECTIONAL CENTRE - INSTITUTION LIAISON OFFICE
King St W
PO Box 300
Millbrook L0A 1G0
General Inquiry (705)932-2624
Fax (705)932-2604
8:00 - 4:00

MILTON
Milton Mall
Suite 31, 55 Ontario St
Milton L9T 2M3
General Inquiry (905)878-7259
Fax (905)878-9969
8:30 - 4:45

MINDEN
Hwy 35
PO Box 580
Minden K0M 2K0
General Inquiry (705)286-1489
Fax (705)286-3660
8:30 - 4:30

MISSISSAUGA
Suite 200, 2301 Haines Rd
Mississauga L4Y 1Y5
General Inquiry (905)279-7600
Fax (905)279-7650
8:30 - 4:45

MOOSONEE
Government Bldg
2nd Flr, 38 Revillion Rd
PO Box 487
Moosonee P0L 1Y0
General Inquiry (705)336-2270
Fax (705)336-2761
8:00 - 4:30

NAPANEE
18 Market Sq
Napanee K7R 1J3
General Inquiry (613)354-2125
Fax (613)354-0305
8:30 - 5:00

NEWMARKET
Suite 203, 390 Davis Dr
Newmarket L3Y 7T8
General Inquiry (905)898-6511
Fax (905)898-5542
8:30 - 4:45

NEWMARKET COURT
Rm 2087, 50 Eagle St W
Newmarket L3Y 6B1
General Inquiry (905)895-5920
Fax (905)895-9211
9:00 - 5:15

NIAGARA FALLS
4701 St Clair Ave
Niagara Falls L2E 3S9
General Inquiry (905)356-1507
Fax (905)356-0260
8:30 - 4:45

NORTH BAY
195 First Ave W
North Bay P1B 3B8
General Inquiry (705)495-3850
Fax (705)495-3887
8:30 - 5:00

OAKVILLE
Unit 3, 481 Morden Rd
Oakville L6K 3W6
General Inquiry (905)845-8571
Fax (905)845-9516
8:30 - 4:45

ONTARIO CORRECTIONAL INSTITUTE - INSTITUTION LIAISON OFFICE
109 McLaughlin Rd S
PO Box 1888
Brampton L6V 2P1
General Inquiry (905)457-7050
Fax (905)452-8606
8:00 - 4:30

ONTARIO COURT OF JUSTICE
Unit 240, 7755 Hurontario St
Brampton L6W 4T1
(905)457-6887 (Probation Liaison/Intake Office)
Fax (905)457-8896
9:00 - 4:30

ORANGEVILLE
Court Bldg
2nd Flr, 10 Louisa St
Orangeville L9W 3P9
General Inquiry (519)941-4622
Fax (519)941-5634
8:30 - 4:45

ORILLIA
Cottage C
2nd Flr, 700 Memorial Ave
PO Box 130
Orillia L3V 6J3
General Inquiry (705)329-6010
Fax (705)329-6015
8:30 - 4:45

OSHAWA COURT
850 King St W
Oshawa L1J 8N5
General Inquiry (905)571-2009
Fax (905)571-0007
8:15 - 4:30

OTTAWA CENTRE
Ottawa Courthouse
Rm 3211 3rd Flr, 161 Elgin St
Ottawa K2P 2K1
General Inquiry (613)239-1119
Fax (613)239-1120
Fax (613)239-1293
8:00 - 4:45

OTTAWA EAST
Unit 20, 2450 Lancaster Rd
Ottawa K1B 5N3
General Inquiry (613)523-4985
Fax (613)523-1096
8:15 - 4:30

OTTAWA WEST
2730 Iris St
Ottawa K2C 1E4
General Inquiry (613)820-9460
Fax (613)820-4909
8:15 - 4:45

OWEN SOUND
Suite 105, 1131 Second Ave E
Owen Sound N4K 2J1
General Inquiry (519)376-2236
Fax (519)376-7937
8:30 - 4:45

PARRY SOUND
72 Church St
Parry Sound P2A 1Y9
General Inquiry (705)746-5809
Fax (705)746-8786
8:15 - 4:30

PEMBROKE
169 Lake St
Pembroke K8A 5L8
General Inquiry (613)735-6809
Fax (613)735-7082
8:15 - 4:30

PETERBOROUGH
Capital Court
Suite 2, 223 Aylmer St N
Peterborough K9J 3K3
General Inquiry (705)745-1929
Fax (705)745-1973
8:00 - 4:30

PICTON
333 Main St
PO Box 1410
Picton K0K 2T0
General Inquiry (613)476-7917
Fax (613)476-8183
8:00 - 4:30

PORT HOPE
138 Hope St N
Port Hope L1A 2P1
General Inquiry (905)885-4581
Fax (905)885-7710
8:15 - 4:30

PORT PERRY
Unit 9, 60 Vanedward Dr
Port Perry L9L 1G3
General Inquiry (905)985-9794
Fax (905)985-0644
8:30 - 4:30

RED LAKE
227 Howey St
PO Box 845
Red Lake P0V 2M0
General Inquiry (807)727-2846
Fax (807)727-2928
8:00 - 5:00

RENFREW
268 Raglan St S
Renfrew K7V 1R4
General Inquiry (613)432-2546
Fax (613)432-8983
8:30 - 4:30

SARNIA
720 Christina St N
Sarnia N7V 3C2
General Inquiry (519)337-2365
Fax (519)332-4616
8:30 - 4:45

SAULT STE MARIE
Suite 103, 390 Bay St
Sault Ste Marie P6A 1X2
General Inquiry (705)253-1182
Fax (705)945-6793
8:00 - 5:00

SIMCOE
548 Queensway W
PO Box 736
Simcoe N3Y 4T2
General Inquiry (519)426-4250
Fax (519)426-8968
8:30 - 4:45

SIOUX LOOKOUT
Prince St & 4th Ave
PO Box 251
Sioux Lookout P8T 1A3
General Inquiry (807)737-3311
Fax (807)737-1636
8:15 - 4:30

SMITHS FALLS
Unit G, 94 Beckwith St N
Smiths Falls K7A 2C1
General Inquiry (613)283-5663
Fax (613)284-0349
8:30 - 5:00

SPRUCEDALE YOUTH CENTRE - INSTITUTION LIAISON OFFICE
600 Ireland Rd
PO Box 606
Simcoe N5Y 4L8
General Inquiry (519)426-3561
Fax (519)428-1407
8:00 - 4:15

ST CATHARINES
Suite 504, 55 King St
St Catharines L2R 3H5
General Inquiry (905)687-8941
Fax (905)688-2641
8:30 - 4:45

ST THOMAS
198 Talbot St
St Thomas N5P 1A9
General Inquiry (519)631-3430
Fax (519)631-0971
8:30 - 4:45

STRATFORD
100 St Patrick St
Stratford N5A 7W1
General Inquiry (519)271-5220
Fax (519)271-6579
8:00 - 4:45

STURGEON FALLS
Suite 4, 94 King St
Sturgeon Falls P2B 2Z5
General Inquiry (705)753-1282
Fax (705)753-0761
8:30 - 5:00

SUDBURY
Suite 402, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4311
Fax (705)564-4229
8:15 - 4:30

SUPERIOR NORTH
Suite 404, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7711
Fax (807)343-7725
8:30 - 4:45

THORNHILL
Suite 212, 8185 Yonge St
Thornhill L3T 2C6
General Inquiry (905)731-3061
Fax (905)764-1255
8:30 - 4:45

THUNDER BAY
Suite 402, 189 Red River Rd
Thunder Bay P7B 1A2
General Inquiry (807)343-7521
Fax (807)343-7528
8:30 - 4:30

TIMMINS
Ontario Government Complex
Hwy 101 E
PO Bag 3075
South Porcupine P0N 1H0
General Inquiry (705)235-1800
Fax (705)235-1801
8:30 - 4:45

TRENTON
Suite 10, 80 Division St
Trenton K8V 5S5
General Inquiry (613)392-6549
Fax (613)392-7940
8:30 - 4:45

VANIER CENTRE FOR WOMEN - INSTITUTION LIAISON OFFICE
205 McLaughlin Rd S
PO Box 1150
Brampton L6V 2M5
General Inquiry (905)459-9100
Fax (905)459-5735
8:30 - 4:45

WALKERTON
12 Colborne St S
PO Box 404
Walkerton N0G 2V0
General Inquiry (519)881-0760
Fax (519)881-1531
8:30 - 4:45

WELLAND
3rd Flr, 3 Cross St
Welland L3B 5X6
General Inquiry (905)735-1660
Fax (905)735-5665
8:30 - 4:45

WINDSOR
Suite 506, 880 Ouellette Ave
Windsor N9A 1C7
General Inquiry (519)254-3291
Fax (519)973-1425
8:30 - 4:45

WOODSTOCK
32 Metcalfe St
Woodstock N4S 3E7
General Inquiry (519)539-8175
Fax (519)539-2928
8:30 - 5:00

PROBATION AND PAROLE OFFICES - METRO TORONTO

BLACK CREEK
Suite 509, 2065 Finch Ave W
Downsview M3N 2V7
General Inquiry (416)314-9531
Fax (416)314-9599
8:30 - 4:45

DANFORTH
3211 Danforth Ave
Toronto M1L 1B8
General Inquiry (416)327-0480
Fax (416)327-0490
8:30 - 4:45

JARVIS YOUTH COURT
Rm 149, 311 Jarvis St
Toronto M5B 2C4
General Inquiry (416)326-0602
Fax (416)326-0603
8:00 - 4:30

DON MILLS
Suite 200, 109 Railside Rd
Don Mills M3A 1B2
General Inquiry (416)314-9722
Fax (416)314-9716
8:30 - 4:45

COMMON SERVICES UNIT

2440 Lawrence Ave E
Scarborough M1P 2R5
General Inquiry (416)325-0319
Fax (416)325-0318
7:00 - 3:00

KEELE STREET
2nd Flr Suite 2, 2265 Keele St
Toronto M6M 3Z7
General Inquiry (416)326-2950
Fax (416)326-2955
8:30 - 4:45

METRO NORTH COURT
1000 Finch Ave W
Downsview M3J 2V5
General Inquiry (416)314-0184
Fax (416)314-0183
8:00 - 4:30

PARKDALE
Sunnyside Medical Arts Bldg
Suite 206, 27 Roncesvalles Ave
Toronto M6R 3B2
General Inquiry (416)314-5277
Fax (416)314-5285
8:30 - 4:45

EAST MALL COURT
80 The East Mall
Toronto M8Z 5X6
General Inquiry (416)314-0156
Fax (416)253-7405
8:00 - 4:30

MIMICO CORRECTIONAL CENTRE - INSTITUTION LIAISON OFFICE
130 Horner Ave
Toronto M8Z 4X8
General Inquiry (416)314-9680
Fax (416)314-9639
8:00 - 4:30

TORONTO WEST DETENTION CENTRE - INSTITUTION LIAISON OFFICE
111 Disco Rd
PO Box 4950
Rexdale M9W 5L6
General Inquiry (416)675-1806
Fax (416)674-7515
8:00 - 4:15

TORONTO YOUTH ASSESSMENT CENTRE - INSTITUTION LIAISON OFFICE
130 Horner Ave
Etobicoke M8Z 4X8
General Inquiry (416)314-0821
Fax (416)314-0822
8:15 - 4:30

REXDALE
Suite 206, 1123 Albion Rd
Rexdale M9V 1A9
General Inquiry (416)314-9294
Fax (416)314-9299
8:30 - 4:45

THE QUEENSWAY OFFICE
Suite 100, 833 The Queensway
Etobicoke M8Z 5Z1
General Inquiry (416)314-0208
Fax (416)314-0214
8:30 - 4:45

RIVERDALE
Ontario Government Bldg
Main Flr, 50 Grosvenor St
Toronto M5S 2V3
General Inquiry (416)314-3771
Fax (416)314-3779
8:30 - 4:45

OLD CITY HALL
Rm 371, 60 Queen St W
Toronto M5H 2M4
General Inquiry (416)314-9701
Fax (416)314-9706
8:00 - 4:15

TORONTO JAIL - INSTITUTION LIAISON OFFICE
550 Gerrard St E
Toronto M4M 1X6
General Inquiry (416)325-4456
Fax (416)325-4453
8:15 - 4:00

SCARBOROUGH WEST
Suite 200, 2131 Lawrence Ave E
Scarborough M1R 5G4
General Inquiry (416)750-3452
Fax (416)288-0359
8:30 - 4:45

SCARBOROUGH COURT
1911 Eglinton Ave E
Scarborough M1L 4P4
General Inquiry (416)325-0312
Fax (416)325-0315
8:30 - 4:30

SCARBOROUGH EAST
Suite 202, 2131 Lawrence Ave E
Scarborough M1R 5G4
General Inquiry (416)750-3590
Fax (416)750-7692
8:30 - 4:45

TORONTO EAST DETENTION CENTRE - INSTITUTION LIAISON OFFICE
55 Civic Rd
Scarborough M1L 2K9
General Inquiry (416)750-3513x281
Fax (416)750-3710
8:00 - 4:30

YONGE STREET
Suite 901, 920 Yonge St
Toronto M4W 3C7
General Inquiry (416)314-9273
Fax (416)314-9279
8:30 - 4:45

COLLEGE PARK COURT
444 Yonge St
Toronto M5B 2H4
General Inquiry (416)325-0320
Fax (416)325-0322
8:00 - 4:30

REGIONAL OFFICES

CENTRAL REGION
Bldg C
171 Judson St
Etobicoke M8Z 1A4
General Inquiry (416)314-0520
Fax (416)314-8388 (Community & Young Offender Services)
Fax (416)314-0527 (Adult Institutional Services)
Fax (416)314-9540 (HR)
8:30 - 4:45

EASTERN REGION
2nd Flr, 23 Beechgrove Lane
Kingston K7M 9A6
General Inquiry (613)536-7350
Fax (613)544-6460 (Adult Institutional Services)
Fax (613)531-8496 (Community & Young Offender Services)
8:30 - 5:00

NORTHERN REGION
4th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3430
Fax (705)494-3459 (Community & Young Offender Services)
Fax (705)494-3435 (Adult Institutional Services)
Fax (705)494-3436 (HR/Finance)
8:30 - 5:00

WESTERN REGION
Suite 704, 150 Dufferin Ave
London N6A 5N6
General Inquiry (519)675-7757
Fax (519)679-0699
Fax (519)661-6182 (HR Unit)
8:30 - 5:00

INTEGRATED JUSTICE INFORMATION TECHNOLOGY DIVISION

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6950
Fax (416)326-1104
9:00 - 5:00

The Integrated Justice Information Technology Division is responsible for Information Technology (IT) services and support to the Justice Enterprises - Ministry of the Attorney General, Ministry of Public Safety and Security and their external Justice partners - that enables transformation into a modern, effective and efficient justice system.

For information on I&IT Clusters, see introductory page x

BUSINESS SOLUTIONS CONSULTANTS

17th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)314-0168
Fax (416)314-0216
9:00 - 5:00

Business Solutions Consultants lead in the analysis and advice to clients on application of technology solutions and services to business processes, facilitating communications between business clients and the IT Division. This includes the provision of account representation to client organizations, business analysis services to ministries including high level requirements analysis, facilitating the development and communication/negotiation of SLAs, Service Catologues and service measures, developing, fostering and managing effective client relationships and partnership with vendors, suppliers, service providers, team members and inter-disciplinary colleagues. They lead in the development and implementation of innovative and creative approaches, opportunities and initiatives for the delivery of high quality, value added and efficient services and products, developing strategic frameworks for the continuous improvement and optimisation of business practices and services using ITIL.

INFORMATION KNOWLEDGE MANAGEMENT ELECTRONIC SERVICE DELIVERY

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6898
9:00 - 5:00

Information Knowledge Management Electronic Service Delivery provides planning support to justice wide initiatives in Information and Knowledge Management. Coordinates the development of justice based electronic service delivery strategies.

INFORMATION TECHNOLOGY ARCHITECTURE AND VIDEO REMAND PROJECT

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6552
Fax (416)326-1959

The Architecture Office in Integrated Justice provides leadership and management for the strategic planning and development of information systems architectures to drive and support the requirements of the Integrated Justice initiatives in the three broad areas of information, technology and applications and to provide expertise and assistance to Cluster functional areas in delivering effective technology solutions including managing and providing overall change integration for the cluster's various architectures.

VIDEO REMAND PROJECT

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)325-0996
Fax (416)326-1959
9:00 - 5:00

The Video Remand and Bail Project Team is responsible for implementing a framework and installing video conferencing technology in court houses, detention centres and selected remote sites across the province. The Project Team will also undertake to train court and corrections staff in the use of this technology for remand and consent bail hearings.

INFRASTRUCTURE SERVICE BRANCH

5th Flr, 200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3237
Fax (705)494-3259
9:00 - 5:00

The Infrastructure Service Branch provides professional systems services for Infrastructure (PCs, LANs) acquisition, configuration, installation support and management including leases and software licences; and electronic mail for the enterprise. Technology Support Centre (TSC) provides call centre support for all users of information technology including mission critical applications, network telephones, PCs, LANs. This service is provided to the two ministries in the Justice Enterprise and also to the Ministry of Health and Long-Term Care and the Municipal police services. Province-wide network of voice and data communications, allowing access to the data centres and to electronic mail is provided by the Telecommunication Section.

INTEGRATED JUSTICE PROJECT

7th Flr, 55 York St
Toronto M5J 1R7
General Inquiry (416)326-2121
Fax (416)326-6016
9:00 - 5:00

The Integrated Justice Project will deliver solutions capable of supporting the Justice Enterprise's shared vision of transforming justice for the good of all the people of Ontario. When fully implemented it will create a modern, effective and accessible justice system. The project involves the Ministries of the Attorney General and the Public Safety and Security working with a private-sector consortium and includes all components of the justice system: the bench, the bar, Crowns, courts, police, corrections and the public.

PLANNING SECTION

17th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)314-0168
Fax (416)314-0216
9:00 - 5:00

The Planning Section is responsible for the development Information Management and Information Technology Strategic Plan for the Justice Cluster (Attorney General and Public Safety and Security) ensuring that the IM & IT Plan is aligned with and supportive of the business plans of three ministries and their respective program areas. The section is also responsible for the governance planning, reporting marketing and promotion of technology based solutions that will enable the transformation of the ministries' program core businesses in providing service to the public and their evolving business needs.

SOLUTIONS DELIVERY AND SUPPORT BRANCH

18th Flr, 18 King St E
Toronto M5C 2X1
General Inquiry (416)326-6946
Fax (705)494-3217
Fax (416)327-4140
9:00 - 5:00

Solutions Delivery and Support Branch is responsible for development/support of all corporate program delivery information systems including Internet advice and support. The branch delivers applications systems to support ministry program management needs including Ontario Police Technology Information Cooperative (OPTIC) which provides dispatch and report functions for 40 municipal police services and the OPP, representing approximately 9,000 employees serving a population of over 3.0 million people in Ontario; Offender Management System (OMS) which provides the ministry with centralized offender information; Ambulance Response Information System which provides ambulance dispatch for Ministry of Health and Long-Term Care to all areas of the province outside Metropolitan Toronto; Integrated Courts Offence Network (ICON); Sex Offender Registry, Major Case Management and support to Executive Offices in the use of technology in Business Intelligence (EI) and correspondence management.

PLANNING AND POLICY DIVISION

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465
8:30 - 5:00

Planning and Policy Division (PPD)provides strategic leadership for the Ministry of Public Safety and Security in the areas of Public Policy; Research; Business Planning; Human Resources; Financial Controllership; Facilities Management; French Language Services; Freedom of Information and Audit. The division is also the ministry lead for the ministry's key corporate projects such as the OPS Common Services Standards and Quality Service Framework. Divisional staff are located in three cities across the province, Toronto, Orillia and North Bay.

BUSINESS AND FINANCIAL PLANNING BRANCH

George Drew Bldg
10th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465
8:30 - 5:00

The Business and Financial Planning Branch coordinates business planning and fiscal management processes and manages service level agreements with Shared Services Branch for the Ministry of Public Safety and Security in close coordination with the Ministry of the Attorney General. The branch is made up to two units the Business Planning unit and the Corporate Controllership Unit.

CORPORATE POLICY BRANCH

George Drew Bldg
9th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-3445
Fax (416)325-3465
8:30 - 5:00

Corporate Policy Branch is responsible for ensuring the government's Justice Agenda is achieved by: providing strategic policy advice; liaising and consulting with Central Agencies, Minister's Office and the Premier's Office to ensure the Justice Agenda is reviewed and considered by Cabinet; preparing and presenting policy documents including Cabinet submissions, options papers, briefing notes, issues notes, and House notes; facilitating and leading project teams established to respond to the justice policy agenda; coordinating the strategic policy planning exercise for the Ministry of Public Safety and Security and coordinating the provincial response to Federal/Provincial/Territorial (FPT)meetings.

CORPORATE RESEARCH AND EVALUATION

George Drew Bldg
9th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)325-7331
Fax (416)212-4021
8:30 - 5:00

Corporate Research and Evaluation unit is part of the Corporate Policy Branch. The unit is responsible for providing leadership/coordination on key business planning tools, specifically environmental scanning, program performance measures and cost drivers; advising and assisting operating divisions with research and program evaluation; defining and maintaining data standards and responding to corporate and external requests and statistical data; and liaising with Statistics Canada (Canadian Centre for Justice Statistics) to ensure that Public Safety and Security meet national justice data requirements and to provide the ministry with access to national justice statistics.

FREEDOM OF INFORMATION AND PRIVACY - ATTORNEY GENERAL

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4300
Fax (416)326-4307
8:30 - 5:00

The Freedom of Information and Protection of Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act for the ministries of the Attorney General and Public Safety and Security. Responsibilities include developing policies, procedures and guidelines; coordinating and responding to access requests from the public; dealing with appeals and mediation processes; preparing statistical reports; and ensuring adherence to privacy provisions and other legislative requirements of the Act.

FREEDOM OF INFORMATION AND PRIVACY - PUBLIC SAFETY AND SECURITY
200 First Ave W
PO Box 4100
North Bay P1B 9M3
General Inquiry (705)494-3080
Fax (705)494-3081
8:30 - 5:00

FRENCH LANGUAGE SERVICES

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-4054
Fax (416)326-4782
8:30 - 5:00

The Office of French Language Services, provides advice to staff of the Ministries of the Attorney General and Public Safety and Security on the delivery of service in French within their program areas. This office, is responsible for the investigation of complaints pertaining to the availability and quality of French language services; monitoring of designated positions which must be reported yearly to Cabinet; manages the translation centre for the two justice ministries; liaison with the Office of Francophone Affairs; coordinates French language training and evaluation services; coordinates outreach activities and manages stakeholder relations with the Francophone community.

HUMAN RESOURCES BRANCH

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6600
Fax (705)329-6611
Fax (705)329-6640 (Confidential)
8:15 - 5:00

Human Resources Branch provides strategic leadership, advice and services for the ministry in the following areas: recruitment, benefits, workforce information, planning and tracking, change management, greivance administration and labour relations.

JUSTICE SECTOR FACILITIES BRANCH

5th Flr, 720 Bay St
Toronto M5G 2K1
General Inquiry (416)326-6757
Fax (416)326-4029
8:30 - 5:00

The Justice Sector Facilities Branch provides strategic planning and operational advice for the Ministries of the Attorney General and Public Safety and Security. The initiatives include the development of accommodation strategic plans to support the wide range of business planning directions and decision-making activities for the three ministries (Ministry of the Attorney General and the previously split Ministries of the Solicitor General and Correctional Services). The branch provides services to the sector, such as: managing the administration and payment for all space occupied both in government-owned and third party leases, coordinating with Ontario Realty Corporation and its service providers to deliver major and minor capital projects and relocation projects; and reviewing new processes for requesting approvals for capital funding through the liaison with the Ontario SuperBuild Corporation and the Cabinet Committee on Privatization and SuperBuild (CCOPS).

PUBLIC SAFETY AND POLICING SERVICES

DEPUTY MINISTER OF PUBLIC SAFETY AND POLICING SERVICES

COMMUNICATIONS BRANCH

George Drew Bldg
13th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)326-5010
(416)326-5000 (Ministry Programs Info)
Fax (416)326-0498
www.sgcs.gov.on.ca
8:00 - 5:00

With a variety of strategic communication services, the Communications Branch supports the ministry's policies and programs to enhance public safety by creating a more modern, effective and efficient justice system in Ontario. The Communications Branch coordinates media conferences, events and interviews for the Minister and senior ministry officials. It provides advice on communications planning and tactics, and produces statements, media releases, speeches, public service announcements and related materials. Specialized units are dedicated to strategic communications, issues coordination and correspondence management. All information material for the media and the public are available in English and French.

INDEPENDENT INVESTIGATIONS UNIT

2nd Flr, 880 Bay St
Toronto M5S 1Z8
General Inquiry (416)326-5070
Toll Free 1-800-463-9760
Fax (416)326-5029
8:30 - 5:00

The Independent Investigations Unit (IIU) of the Ministry of Public Safety and Security is responsible for investigating employee complaints (excluding police officers) under the Ontario Public Service Workplace Discrimination and Harassment Prevention Operating Policy. The IIU also investigates, under Section 22 of the Ministry of Correctional Services Act, allegations of sexual impropriety made by Ministry clients against employees of open-custody facilities or Ministry institutions and probation and parole services.

LEGAL SERVICES BRANCH

8th Flr, 77 Grenville St
Toronto M5S 1B3
General Inquiry (416)314-3509
Fax (416)314-3518
Fax (705)329-6882 (Orillia)
8:30 - 5:00

The Legal Services Branch provides a full range of legal services to the Ministry of Public Safety and Security. Counsel provide advice to diverse clients, based on all aspects of clients' progams, and on the interpretation of statutes and regulations affecting clients' businesses. Counsel participate in developing legislation, prepare a wide variety of contracts and other legal documents and represent the Ministry at court hearings, administrative tribunals and coroners' inquests. The branch acts as legal counsel to the Fire Safety Commission and the Animal Care Review Board and provides advice to the Ontario Civilian Commission on Police Services, Ontario Police Arbitration Commission and Ontario Parole and Earned Release Board. The Legal Services Branch also has

an office located at 777 Memorial Avenue, Lincoln M. Alexander Bldg., Orillia L3V 7V3. All branch counsel are employees of the Attorney General's Office.

ONTARIO PROVINCIAL POLICE

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6111
(705)329-6397 (705-329-NEWS)
www.gov.on.ca/opp/
8:00 - 4:30

The functions of the Ontario Provincial **Police** include the performance of all duties and services in relation to the preservation of peace; prevention of **crime** and **offences** against the laws in force in Ontario and the criminal laws in Canada; and apprehension of criminals and **offender**s who may be lawfully taken into **custody**.

REGIONAL HEADQUARTERS

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3

Ontario Provincial **Police** field operations are undertaken through regional/district offices and detachments.

OPP CENTRAL REGION HEADQUARTERS

Lincoln M Alexander Bldg
3rd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-7400
Toll Free 1-800-461-4455
Toll Free 1-888-310-1122
TTY Toll Free 1-800-461-4459
Fax (705)329-7407
8:00 - 4:30

CENTRAL REGION OPERATIONS CENTRE
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-7300
Toll Free 1-888-310-1122
Fax (705)329-7397
8:00 - 5:00

BARRIE DETACHMENT
20 Rose St
Barrie L4M 2T2
General Inquiry (705)726-6484
(705)487-2162 (Oro-Medonte Community Policing)
(705)726-7349 (South Springwater Community Policing)
Toll Free 1-800-222-8477 (Crime Stoppers)
Fax (705)726-6487 (Central Region)
8:00 - 9:00

BRACEBRIDGE DETACHMENT
690 Cedar Lane
Bracebridge P1L 1W9
General Inquiry (705)645-2211
(705)687-6681 (Gravenhurst)
(705)645-5765 (Bracebridge Community Policing)
(705)726-3304 (Bala)
(705)687-5023 (Gravenhurst Community Policing)
Fax (705)645-3350
8:00 - 9:00

DUFFERIN DETACHMENT
Hwy 10, Hwy 24 & Hwy 89
PO Box 519
Shelburne L0N 1S4
General Inquiry (519)925-3838
(519)466-2922 (Melancthon/Mulmur Township Community Policing)
(519)928-2019 (East Luther/Grand Valley Community Policing)
(519)941-2982 (Mono Township Community Policing)
Fax (519)925-6462
8:00 - 9:00

HUNTSVILLE DETACHMENT
298 Ravenscliff Rd
Huntsville P1H 1L6
General Inquiry (705)789-5551
(705)767-2325 (Baysville Community Policing)
(705)635-2212 (Dwight Community Policing)
(705)789-2677 (Huntsville Community Policing)
(705)385-1673 (Port Sydney Community Policing)
Fax (705)789-7666
8:00 - 9:00

HURONIA WEST DETACHMENT
1000 River Rd W
PO Box 140
Wasaga Beach L0L 2P0
General Inquiry (705)429-3575
(705)429-7869 (Wasaga Beach Community Policing)
(705)322-1244 (Elmvale & N Springwater Community Policing)
(705)428-3889 (Clearview Community Policing)
(705)792-0306 (Springwater Community Policing)
Toll Free 1-800-222-8477 (Crime Stoppers)
Fax (705)429-3616
8:00 - 9:00

MIDLAND DETACHMENT
9278-County Rd 93
PO Box 250
Midland L4R 4K8
General Inquiry (705)526-3761
(705)549-8922 (Penetanguishene)
(705)247-2040 (Beausoleil First Nations Community Policing)
(705)534-7710 (Tay Township Community Policing)
(705)361-1896 (Tiny Township Community Policing)
(705)538-1920 (Georgian Bay Township Community Policing)
Fax (705)526-6700
8:00 - 5:00

NORTHUMBERLAND DETACHMENT
1165 Division St
PO Box 8
Cobourg K9A 4K2
General Inquiry (905)372-5421
(905)352-3889 (Alnwick/Alderville Community Policing)
(905)355-2325 (Colborne & Cramahe Township Community Policing)
(905)342-2249 (Hamilton Twp Community Policing)
(905)349-1100 (Haldimand Twp Community Policing)
(705)924-2931 (Warkworth/Percy Twp Community Policing)
(705)653-3154 (Campbellford/Seymour Community Policing)
(613)475-9424 (Brighton/Brighton Twp Community Policing)
(905)753-2230 (Hope Twp Community Policing)
(705)696-2323 (Hastings Community Policing)
(905)342-2249 (Hamilton Township Community Policing)
Fax (905)372-1301
8:00 - 6:00

BRIGHTON
70 Yonge St
Box 117
Brighton K0K 1H0
General Inquiry (613)475-1313
Fax (613)475-1331
8:00 - 6:00

CAMPBELLFORD OFFICE
20 Industrial Dr
PO Box 790
Campbellford K0L 1L0
General Inquiry (705)653-3300
Fax (705)653-5171
8:00 - 6:00

COBOURG OFFICE
1165 Division St
PO Box 8
Cobourg K9A 4K2
General Inquiry (905)372-5421
Fax (905)372-1301
8:00 - 6:00

NOTTAWASAGA DETACHMENT
29 Main St W
PO Box 220
Beeton L0G 1A0
General Inquiry (905)435-4490
(705)424-0170 (Angus Community Policing)
(905)936-2777 (C.O.P.S. Community Policing)
(705)435-4004 (Alliston Community Policing)
Toll Free 1-800-222-8477 (Crime Stoppers)
Fax (905)729-4007
8:00 - 9:00

OPERATIONS CENTRE
4th Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-7300
8:00 - 5:00

ORILLIA DETACHMENT
66 Peter St S
Orillia L3V 5B1
General Inquiry (705)326-3536
(705)686-7131 (Coldwater Community Policing)
(705)484-1578 (Ramara Community Policing)
(705)689-1434 (West Shore Community Policing)
Fax (705)326-4126
8:00 - 9:00

PETERBOROUGH COUNTY DETACHMENT
453 Lansdowne St E
PO Box 477
Peterborough K9J 6Z6
General Inquiry (705)742-0401
(705)292-8748 (Smith/Ennismore Township Community Policing)
(705)932-0401 (Millbrook/Cavan Township Community Policing)
(705)657-8718 (Harvey Township Community Policing)
(705)639-2265 (Norwood/Asphodel Township Community Policing)
(705)745-9000 (Crime Stoppers)
(705)656-4431 (Apsley)
(705)778-2787 (Havelock Community Policing)
Fax (705)742-9247
8:00 - 9:00

COLLINGWOOD DETACHMENT
201 Ontario St
PO Box 296
Collingwood L9Y 3Z5
General Inquiry (705)445-4321
Fax (705)445-7024

HALIBURTON HIGHLANDS DETACHMENT
Hwy 35 & Prince St
PO Box 58
Minden K0M 2K0
General Inquiry (705)286-1431
(705)766-9108 (Dorset Community Policing)
(705)447-2951 (Gooderham Community Policing)
(705)457-1460 (Haliburton Community Policing)
(705)448-3763 (Wilberforce Community Policing)
(705)286-6562 (Minden Community Policing)
(705)488-2088 (Kinmount Community Policing)
Fax (705)286-4532

MNJIKANING FIRST NATIONS
5984 Rama Rd
PO Box 206
Rama L0K 1T0
General Inquiry (705)325-7773
Fax (705)325-4522

THE CITY OF KAWARTHA LAKES DETACHMENT
21 Angeline St N
Lindsay K9V 5B7
General Inquiry (705)324-6741
Fax (705)324-8479

OPP EASTERN REGION HEADQUARTERS

3312 County Rd 43 E
PO Box 2020
Smiths Falls K7A 5K8
General Inquiry (613)284-4500
(613)968-5547 (Belleville Telecommunications)
(613)828-9171 (Kanata Telecommunications)
(613)267-6780 (Perth Telecommunications)
Toll Free 1-888-310-1122 (OPP 24-Hour Service)
TTY Toll Free 1-888-310-1133 (OPP 24 Hour Service)
Fax (613)267-3524 (Perth Telecommunications)
Fax (613)968-6391 (Belleville Telecommunications)
Fax (613)284-4597
Fax (613)828-9980 (Kanata Telecommunications)
8:15 - 4:30

DETACHMENTS

ARNPRIOR MUNICIPAL DETACHMENT
44 John St N
PO Box 337
Arnprior K7S 3H6
General Inquiry (613)623-3131
Fax (613)623-2323
8:00 - 4:00

BANCROFT DETACHMENT
64 Monck St
PO Box 640
Bancroft K0L 1C0
General Inquiry (613)332-2112
Fax (613)332-5618
8:15 - 4:30

CASSELMAN DETACHMENT
39 Racine St
PO Box 337
Casselman K0A 1M0
General Inquiry (613)764-5415
Fax (613)764-5418
8:00 - 4:00

CENTRAL HASTINGS DETACHMENT
589 St Lawrence St E
PO Box 490
Madoc K0K 2K0
General Inquiry (613)473-4234
(613)969-8477 (Crime Stoppers)
Fax (613)473-5029
8:00 - 4:30

FRONTENAC DETACHMENT
5282 Hinchinbrooke Rd
PO Box 141
Hartington K0H 1W0
General Inquiry (613)384-2400
(613)634-8477 (Crime Stoppers, Kingston)
Fax (613)372-1938
Fax (613)634-2294 (Crime Stoppers)
8:00 - 4:30

GRENVILLE COUNTY DETACHMENT
1040 Edward St N
PO Box 399
Prescott K0E 1T0
General Inquiry (613)925-4221
Fax (613)925-1115
8:00 - 4:30

HAWKESBURY DETACHMENT
419 Cartier Blvd
Hawkesbury K6A 1V9
General Inquiry (613)632-2729
Fax (613)632-8621
7:00 - 11:00

KILLALOE DETACHMENT
15368 Hwy 60
RR 2
Killaloe K0J 2A0
General Inquiry (613)757-2600
Fax (613)757-2173
8:30 - 4:30

LANARK COUNTY DETACHMENT
75 Dufferin St
PO Box 160
Perth K7H 3E3
General Inquiry (613)267-2626
Fax (613)267-7489
8:00 - 4:30

LEEDS COUNTY DETACHMENT
1951 Parkedale Ave
PO Box 636
Brockville K6V 5V8
General Inquiry (613)345-1790
Fax (613)345-3202
8:00 - 4:30

NAPANEE DETACHMENT
470 Centre St
Napanee K7R 1P8
General Inquiry (613)354-3369
Fax (613)354-9183
8:00 - 6:00

OTTAWA PROVINCIAL TRAFFIC DETACHMENT
937 Teron Rd
PO Box 13490
Kanata K2K 1X6
General Inquiry (613)828-9171
Fax (613)592-2982
7:30 - 4:30

PRINCE EDWARD DETACHMENT
13239 Loyalist Pky Hwy 33 W
PO Box 1490
Picton K0K 2T0
General Inquiry (613)476-2151
Fax (613)476-5016
8:00 - 5:00

RENFREW DETACHMENT
127 Raglan St S
Renfrew K7V 1P8
General Inquiry (613)432-3211
Fax (613)432-7810
8:00 - 4:30

STORMONT, DUNDAS AND GLENGARRY DETACHMENT
1 Mille Roches Rd
PO Box 430
Long Sault K0C 1P0
General Inquiry (613)534-2223
Fax (613)534-2486
8:15 - 4:30

UPPER OTTAWA VALLEY DETACHMENT
1913 Petawawa Blvd
Box 185
Pembroke K8A 7H5
General Inquiry (613)735-0188
Fax (613)735-7427
8:00 - 5:00

PENITENTIARY SQUAD
440 King St W
PO Box 1174
Kingston K7L 4Y8
General Inquiry (613)530-3183
Fax (613)530-3191
8:00 - 4:00

OPP GREATER TORONTO REGIONAL HEADQUARTERS

100 Bloomington Rd W
Aurora L4G 7N5
General Inquiry (905)841-5777
Fax (905)841-7888
8:15 - 4:30

AURORA DETACHMENT
100 Bloomington Rd W
Aurora L4G 7N5
General Inquiry (905)841-5777
Fax (905)841-6794
8:15 - 4:30

BURLINGTON DETACHMENT
1160 North Shore Blvd E
PO Box 5021 Stn A
Burlington L7R 3Y8
General Inquiry (905)681-2511
Fax (905)681-2893
8:00 - 4:30

CALEDON DETACHMENT
6211 Old Church Rd
Caledon East L0N 1E0
General Inquiry (905)584-2241
(905)857-3304 (Bolton Community Policing)
(519)927-3041 (Caledon Village Community Policing)
Fax (905)584-2188
8:00 - 4:30

CAMBRIDGE DETACHMENT
500 Beaverdale Rd
PO Box 21060
Cambridge N3C 4B1
General Inquiry (519)654-0150
Fax (519)654-9650
8:00 - 4:30

OPP NORTH EAST REGION HEADQUARTERS

875 Gormanville Rd
PO Box 140
North Bay P1B 8G8
General Inquiry (705)475-3300
General Inquiry (705)475-2600
Toll Free 1-888-310-1122 (24 Hrs - North Bay)
TTY Toll Free 1-888-310-1133 (24 Hrs - North Bay)
Fax (705)475-2697
8:15 - 4:30

NIAGARA DETACHMENT
5345 Stanley Ave
PO Box 358
Niagara Falls L2E 6T8
General Inquiry (905)356-1311
Fax (905)356-2636
8:00 - 4:30

PORT CREDIT DETACHMENT
49 South Service Rd
Mississauga L5G 2R8
General Inquiry (905)278-6131
Fax (905)278-5486
8:00 - 4:30

QUEEN'S PARK SERVICES - OGPS AREA COMMAND DETACHMENT
Macdonald Block
Rm M2-76, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)327-2367
(416)314-3486 (George Drew Bldg)
(416)327-5115 (Osgoode Hall)
Fax (416)327-5116
8:00 - 4:30

TORONTO DETACHMENT
2682 Keele St
Toronto M3M 3G5
General Inquiry (416)235-4981
Fax (416)235-1697
8:00 - 4:30

WHITBY DETACHMENT
1302 Henry St
PO Box 57
Whitby L1N 5R7
General Inquiry (905)668-3388
Fax (905)668-3651

DETACHMENTS

ALMAGUIN HIGHLANDS DETACHMENT
Hwy 520
PO Box 514
Burk's Falls P0A 1C0
General Inquiry (705)382-2015
Fax (705)382-2495
8:15 - 4:30

COCHRANE DETACHMENT
64 Third Ave
PO Box 120
Cochrane P0L 1C0
General Inquiry (705)272-4391
Fax (705)272-4380
8:15 - 4:30

EAST ALGOMA DETACHMENT
Causley St
PO Box 400
Blind River P0R 1B0
General Inquiry (705)356-2244
Fax (705)356-1374
8:15 - 4:30

HEARST DETACHMENT
1019 Front St
Hearst P0L 1N0
General Inquiry (705)362-4245
Fax (705)362-4130
8:00 - 4:00

KAPUSKASING DETACHMENT
356 Government Rd
PO Box 277
Kapuskasing P5N 2Y4
General Inquiry (705)335-2238
Fax (705)335-2004
8:00 - 4:00

KIRKLAND LAKE DETACHMENT
26 Duncan Ave N
PO Box 234
Kirkland Lake P2N 3H7
General Inquiry (705)567-5355
Fax (705)567-9614
8:00 - 4:00

MANITOULIN DETACHMENT
15504 Hwy 6
PO Box 39
Manitowaning P0P 1N0
General Inquiry (705)859-3155
Fax (705)859-3160
8:15 - 4:30

NOELVILLE ADMINISTRATION CENTRE
Hwy 64 S
PO Box 96
Noelville P0M 2N0
Toll Free 1-888-310-1122
Fax (705)898-2143
8:15 - 4:30

KILLARNEY SATELLITE OFFICE
55 Charles St
Killarney P0M 2A0
General Inquiry (705)287-2881
Fax (705)287-2690

WARREN SATELLITE OFFICE
Rutledge St
PO Box 100
Warren P0H 2N0
General Inquiry (705)967-2913
Fax (705)967-2747

NORTH BAY DETACHMENT
867 Gormanville Rd
PO Box 21012
North Bay P1B 9N8
General Inquiry (705)495-3878
Fax (705)495-3879
8:00 - 4:00

SAULT STE MARIE DETACHMENT
742 Great Northern Rd
Sault Ste Marie P6A 5K7
General Inquiry (705)945-6833
Fax (705)945-6797
8:15 - 4:30

SOUTH PORCUPINE DETACHMENT
Hwy 101 & Legion Dr
PO Box 700
South Porcupine P0N 1H0
General Inquiry (705)235-3345
Fax (705)235-4522
8:15 - 5:00

SUDBURY DETACHMENT
McFarlane Lake Complex
Suite 1, 3767 Hwy 69 S
Sudbury P3G 1E3
General Inquiry (705)564-6900
Fax (705)564-3115
8:00 - 4:00

TEMISKAMING DETACHMENT
(Old) Hwy 11B
PO Box 1870
New Liskeard P0J 1P0
General Inquiry (705)647-8400
Fax (705)647-9266
8:00 - 4:30

WAWA DETACHMENT
34 Pinewood Dr
PO Box 19
Wawa P0S 1K0
General Inquiry (705)856-2233
Fax (705)856-7572
8:00 - 5:00

WEST PARRY SOUND DETACHMENT
7 Bay St
Parry Sound P2A 1S4
General Inquiry (705)746-4225
Fax (705)746-9731
8:00 - 4:00

OPP NORTH WEST REGION HEADQUARTERS

2nd Flr, 615 South James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2700
Fax (807)473-2796 (Administration)
8:00 - 4:00

ARMSTRONG DETACHMENT
King St
PO Box 10
Armstrong P0T 1A0
General Inquiry (807)583-2394
Fax (807)583-2285
8:30 - 5:00

DRYDEN DETACHMENT
389 Government Rd
Dryden P8N 2P4
General Inquiry (807)223-2221
Fax (807)223-4002

IGNACE SATELLITE OFFICE
Hwy 17
PO Box 158
Ignace P0T 1T0
General Inquiry (807)934-2265
(807)223-2221 (Dryden)
Fax (807)934-6053 (Via Dryden)

FORT FRANCES DETACHMENT
320 Portage Ave
Fort Frances P9A 3P6
General Inquiry (807)274-3322
Fax (807)274-7541

ATIKOKAN SATELLITE OFFICE
130 Hwy 622
PO Box 698
Atikokan P0T 1C0
General Inquiry (807)597-2120
(807)274-3322 (Via Fort Frances Detachment)
Fax (807)597-2255
Fax (807)274-7541 (Via Fort Frances Detachment)
8:00 - 4:00

EMO SATELLITE OFFICE
320 Portage Ave
Emo P9A 3P6

PO Box 698
Fort Frances P9A 3N1
General Inquiry (807)482-2071
(807)274-3322 (Via Fort Frances Detachment)
Fax (807)482-2074
Fax (807)274-7541 (Via Fort Frances Detachment)

RAINY RIVER SATELLITE OFFICE
622 Atwood Ave
Rainy River P9A 3P6

320 Portage Ave
PO Box 698
Fort Frances P9A 3N1
General Inquiry (807)852-3271
Fax (807)852-3517

GREENSTONE DETACHMENT
901 Main St
PO Box 339
Geraldton P0T 1M0
General Inquiry (807)854-1333
Fax (807)854-1353
Fax (807)274-3322 (via Fort Frances)

LONGLAC SATELLITE OFFICE
Hwy 11
Longlac P0T 2A0

PO Box 339
Geraldton P0T 1M0
General Inquiry (807)876-2248
(807)854-1333 (Via Geraldton Detachment)
Fax (807)876-2950
Fax (807)854-1353 (Via Geraldton Detachment)

KENORA DETACHMENT
350 Hwy 17A
PO Box 1010
Kenora P9N 3X7
General Inquiry (807)548-5534
Fax (807)548-8381

GRASSY NARROWS SATELLITE OFFICE
PO Box 1010
Kenora P9N 3X7
General Inquiry (807)925-2221
(807)548-5534 (Via Kenora Detachment)
Fax (807)925-2479
Fax (807)548-8381 (Via Kenora Detachment)

MINAKI SATELLITE OFFICE
PO Box 1010
Kenora P9N 3X7
General Inquiry (807)224-3341
(807)548-5534 (Via Kenora Detachment)
Fax (807)548-8381 (Via Kenora Detachment)
Fax (807)224-2331

SIOUX NARROWS NESTOR FALLS SATELLITE OFFICE
Hwy 71
PO Box 1010
Kenora P9N 3X7
General Inquiry (807)226-5211
(807)548-5534 (Via Kenora Detachment)
Fax (807)548-8381 (Via Kenora Detachment)
Fax (807)226-5351

MARATHON DETACHMENT
6 Hemlo Dr
PO Box 490
Marathon P0T 2E0
General Inquiry (807)229-0220
Fax (807)229-1852
8:00 - 4:30

MANITOUWADGE SATELLITE OFFICE
Manitou Rd
PO Box 490
Manitouwadge P0T 2C0
General Inquiry (807)826-4641
(807)229-0220 (Via Marathon Detachment)
Fax (807)826-3243
Fax (807)229-1852 (Via Marathon Detachment)

NIPIGON DETACHMENT
11/17 Hwy
RR 1, PO Box 187
Nipigon P0T 2J0
General Inquiry (807)887-2637
Fax (807)887-2399
8:15 - 4:30

SCHREIBER SATELLITE OFFICE
23 Kingsway Rd
PO Box 187
Schreiber P0T 2S0
General Inquiry (807)824-2333
Fax (807)887-2637 (Via Nipigon)
Fax (807)824-3469

PICKLE LAKE DETACHMENT
Anne St
PO Box 70
Pickle Lake P0V 3A0
General Inquiry (807)928-2211
Fax (807)928-2268

RED LAKE DETACHMENT
115 Howey St
PO Box 342
Red Lake P0V 2M0
General Inquiry (807)727-2418
Fax (807)727-2578
8:00 - 5:00

EAR FALLS SATELLITE OFFICE
Hwy 105
PO Box 342
Ear Falls P0V 2M0
General Inquiry (807)222-3112
Fax (807)222-3658
8:00 - 4:00

SIOUX LOOKOUT DETACHMENT
18 1/2 Fourth Ave N
PO Box 128
Sioux Lookout P8T 1A1
General Inquiry (807)737-2020
Fax (807)737-1785
8:30 - 4:30

THUNDER BAY DETACHMENT
2787 Hwy 1117
RR 2
Thunder Bay P7C 4V1
General Inquiry (807)939-2133
Fax (807)939-2144
8:15 - 4:30

SHABAQUA SATELLITE OFFICE
Hwy 117
RR 2
Shabaqua P0T 1X0
General Inquiry (807)933-4462
Fax (807)933-4433
8:15 - 4:30

UPSALA SATELLITE OFFICE
Hwy 17
Upsala P0T 2Y0
General Inquiry (807)986-2211
Fax (807)986-1331
8:30 - 5:00

OPP WESTERN REGION HEADQUARTERS

6355 Westminster Dr
PO Box 57 Lambeth Stn
London N6P 1T2
(519)652-4100 (Reception)
Toll Free 1-888-310-1122 (24 Hrs)
TTY Toll Free 1-888-310-1133 (24 Hrs)
Fax (519)652-4165 (Chief Superintendent/ Superintendents)
Fax (519)652-4164
8:15 - 4:30

DETACHMENTS

BRANT COUNTY DETACHMENT
28 Mechanic St
Paris N3L 1K2
General Inquiry (519)442-2241
Fax (519)442-6808
8:15 - 4:30

BRUCE PENINSULA DETACHMENT
Hwy 6
PO Box 460
Wiarton N0H 2T0
General Inquiry (519)534-1323
Fax (519)534-1334
8:15 - 4:30

CHATHAM/KENT DETACHMENT
535 Park Ave E
RR 4
Chatham N7M 5J4
General Inquiry (519)352-1122
Fax (519)352-3886
8:00 - 4:00

ELGIN DETACHMENT
County Rd 45 at Hwy 4
RR 5, PO Box 22045
St Thomas N5R 6A1
General Inquiry (519)631-2920
Fax (519)631-2923
8:00 - 4:30

ESSEX DETACHMENT
Hwy 401 Interchange 21
PO Box 910
Essex N8M 2Y2
General Inquiry (519)723-2491
Fax (519)723-2497
8:00 - 4:00

GREY DETACHMENT (FORMERLY OWEN SOUND)
655 9th Ave E
PO Box 486
Owen Sound N4K 5P7
General Inquiry (519)376-3433
Fax (519)376-7827
8:15 - 4:30

HALDIMAND NORFOLK DETACHMENT
548 Queensway W
PO Box 738
Simcoe N3Y 2V5
General Inquiry (519)426-3434
(519)426-2294 (Administration)
Fax (519)426-5023 (Constables)
8:00 - 4:30

HURON DETACHMENT (FORMERLY GODERICH)
RR 2 & Hwy 21, Box 6
Goderich N7A 3Y5
General Inquiry (519)524-8314
Fax (519)524-4434
8:00 - 4:30

LAMBTON DETACHMENT (FORMERLY PETROLIA)
4218 Oil Heritage Rd Hwy 21
PO Box 400
Petrolia N0N 1R0
General Inquiry (519)882-1011
Fax (519)882-1014
8:00 - 4:00

MIDDLESEX DETACHMENT (FORMERLY STRATHROY)
Hwy 81
PO Box 69
Strathroy N7G 3J1
General Inquiry (519)245-2323
Fax (519)245-1410
8:00 - 4:00

OXFORD DETACHMENT (FORMERLY WOODSTOCK)
Hwy 2 at Hwy 401 & Exit 31
RR 5, PO Box 38
Woodstock N4S 7W5
General Inquiry (519)539-9811
Fax (519)539-9815
8:00 - 4:00

SEBRINGVILLE DETACHMENT
380 Huron Rd
PO Box 38
Sebringville N0K 1X0
General Inquiry (519)393-6123
Fax (519)393-6125
8:15 - 4:30

SOUTH BRUCE DETACHMENT
Hwy 21 N
PO Box 40
Kincardine N2Z 2Y6
General Inquiry (519)396-3341
Fax (519)396-4526
8:30 - 4:30

WELLINGTON DETACHMENT(FORMERLY MOUNT FOREST)
321 St Andrews St W
Fergus N1M 1P1
General Inquiry (519)843-5490
Fax (519)843-4240
8:15 - 4:30

CORPORATE COMMUNICATIONS BUREAU

Lincoln M Alexander Bldg
3rd Flr, 777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6397 (329-NEWS)
Fax (705)329-6244
8:15 - 4:30

Corporate Communications Bureau provides communications leadership and advice, products and services encompassing all aspects of corporate internal and external communications. The Bureau is responsible for media relations, issues management, strategic communications, events management public relations groups, the museum, annual report, charitable campaigns, audio-visual services, and coordinating the Web sites.

OPP MUSEUM

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6889
8:30 - 4:30

The Ontario Provincial **Police Museum** collects (for the purposes of preservation, research, interpretation and exhibition) the material culture that contributes to a greater understanding of policing in Ontario, both past and present. It specializes in the unique history of the Ontario Provincial Police Force from its creation in 1909 through to today. The Museum is located in OPP General Headquarters and is open Monday to Friday. Admission is free.

OPP ERIC SILK LIBRARY

Lincoln M Alexander Bldg
777 Memorial Ave
Orillia L3V 7V3
General Inquiry (705)329-6885
Fax (705)329-6887
8:15 - 4:30

The OPP Eric Silk **Library** provides resource material and information services that support projects, programs and organizational goals of the OPP. The Library has an excellent general collection on policing, as well as materials on community policing, specialized **police** functions, **criminal** justice, training and management. Statute law and case law form a large part of the collection and the Library subscribes to a number of justice-related professional serials to ensure that employees are kept up-to-date in the field. The Library also provides access to electronic information sources through on-line search services, CD-ROM and the Internet.

POLICING SERVICES DIVISION

George Drew Bldg
12th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3000
Fax (416)314-4037
8:30 - 4:30

The Policing Services Division is responsible for promoting policing excellence through training, the development of professional standards and new programs, and the provision of an advisory and liaison service to the police community. The adequacy of these programs and the quality of police services in Ontario is monitored by conducting audits and inspections.

BUSINESS AND FINANCIAL PLANNING UNIT

George Drew Bldg
12th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3000
Fax (416)314-3092
8:30 - 4:30

The Business and Financial Planning Unit is accountable for planning and coordinating effective financial planning and analysis, and providing advice to support the Division's strategic, operational and resource planning, expenditure reduction and program evaluation processes.

CRIMINAL INTELLIGENCE SERVICE ONTARIO (CISO)

9th Flr, 25 Grosvenor St
Toronto M7A 2H3
General Inquiry (416)314-3050
Fax (416)314-3043
8:30 - 4:30

Criminal Intellignce Service Ontario (CISO), a cooperative between the government and municipal/provincial/federal **police** agencies, is mandated to investigate and control organized **crime** in Ontario. It is part of a national network to collect, analyze and disseminate intelligence on organized criminals, their associaions, their organizations and their current trends and future endeavours.

ONTARIO POLICE COLLEGE

10716 Hacienda Rd
PO Box 1190
Aylmer West N5H 2T2
General Inquiry (519)773-5361
Fax (519)773-8225 (Training Office)
Fax (519)773-5762 (Administration)
Fax (519)765-1519 (Registration)
8:30 - 4:30

The Ontario **Police** college is designed to provide a complete **training** program for Ontario police services, from recruit through supervisory and management levels. Specialized training courses are offered in all situations where a need is demonstrated. In addition, the college develops programs to coordinate and complement in-service training undertaken at the individual service level. Distribution of annual publications (e.g. Calendar of Courses) is restricted to those police services, agencies, ministries, etc. interested in the training of law enforcement and related enforcement personnel. The Ontario Police College maintains a **museum** displaying police exhibits for public viewing.

PRIVATE INVESTIGATORS AND SECURITY GUARDS BRANCH

9th Flr, 25 Grosvenor St
Toronto M7A 2H3
Fax (416)326-0034

Private Investigators and Security Guards Branch governs and licence individuals and agencies under the Priviate Investigators and Security Guards in Ontario.

PUBLIC SAFETY DIVISION

George Drew Bldg
13th Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3382
Fax (416)314-3388
8:30 - 4:30

The fundamental concern of the Ministry's Public **Safety** Division relates to the methods of minimizing or eliminating hazards to persons or property, and includes emergency measures, scientific investigations, coordination of fire safety services and the coroner's system.

CENTRE OF FORENSIC SCIENCES

George Drew Bldg
2nd Flr, 25 Grosvenor St
Toronto M7A 2G8
General Inquiry (416)314-3200
Fax (416)314-3225
8:30 - 4:30

The Centre of **Forensic Science**s prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc., by scientific examination of physical objects and materials. The centre also supervises Ontario's breath **testing** program, and trains operators. A **library** offers educational materials for persons and agencies using forensic science services.

EMERGENCY MANAGEMENT ONTARIO

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 5:00

Emergency Management Ontario (EMO) is responsible for provincial emergency management in Ontario. Emergency management includes hazard identification, **risk assessment**, **standards**, mitigation, response and recovery from major emergencies and **disaster**s. EMO is divided into six major program areas: Business Planning, Community Programs, Plans, Response and Exercises, Support Programs, Training and Education.

BUSINESS PLANNING AND STANDARDS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 5:00

Business Planning and Standards coordinates provincial emergency management programs; coordinates federal/provincial emergency management programs; develops and implements the annual business plan; conducts provincial hazard identification and risk assessment; develops and implements guidelines, standards and best practices for emergency management programs.

COMMUNITY PROGRAMS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 5:00

Community Programs section provides advice and assistance to **municipalities** and **First Nations** for the development and implementation of community **emergency** management programs; provides liaison, advice and assistance to support community emergency response; promotes joint community/industry emergency management programs; coordinates provincial support for the Ontario Critical Incident Stress Management Program; conducts emergency services liaison.

CENTRAL AREA
77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
9:00 - 5:00

NORTHEASTERN AREA
Suite 413, 800 LaSalle Blvd
Sudbury P3A 4V4
General Inquiry (416)314-3723
Fax (705)564-9520
9:00 - 5:00

NORTHWESTERN AREA
Suite 404, 307 Euclid Ave
Thunder Bay P7E 6G6
General Inquiry (416)314-3723
9:00 - 5:00

SOUTHEASTERN AREA
PO Box 13005
Ottawa K2K 1X3
General Inquiry (416)314-3723
Fax (613)828-6690
9:00 - 5:00

SOUTHWESTERN AREA
Unit L Suite 1-068, 80 Dundas St
London N6A 6A8
General Inquiry (416)314-3723
Fax (516)675-7691
9:00 - 5:00

PLANS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)212-3526
Fax (416)212-3498
8:30 - 4:30

Plans section develops and administers the Provincial Nuclear **Emergency** Plan, the Provincial Emergency Plan and the Provincial Counter-Terrorism Plan; develops and administers provincial recovery plans; develops and administers the provincial critical infrastructure identification and assurance program.

RESPONSE AND EXERCISES

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-9998
Fax (416)314-3758
8:00 - 4:30

Response and Exercises section operates the Provincial Operations Centre; coordinates provincial emergency response; provides scientific and technical advice; develops and conducts the provincial exercise program; provides information technology systems support; implements the provincial Priority Access for Dialing program; develops and administers the business continuity plan; maintains and develops provincial emergency information arrangements and operating procedures.

SUPPORT PROGRAMS

77 Wellesley St W
PO Box 222
Toronto M7A 1N3
General Inquiry (416)314-3723
Fax (416)314-3758
8:00 - 5:00

Support Programs section coordinates administrative and support services; coordinates and develops the provincial search and **rescue** program; coordinates the Joint **Emergency** Preparedness Programs (JEPP) and the New Initiatives Fund; coordinates liaison with provincial volunteer organizations and administers the Ontario Community Volunteer Emergency Response Team Program.

TRAINING AND EDUCATION

77 Wellesley St W
Box 222
Toronto M7A 1N3
General Inquiry (416)212-3526
Fax (416)212-3498
8:00 - 5:00

Training and Education section develops and coordinates the provincial emergency management **public education** program; provides advice and assistance to communities for the development of emergency management public education programs; develops and delivers the provincial emergency management training program.

OFFICE OF THE CHIEF CORONER

Coroners Bldg
2nd Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4000
Toll Free 1-877-991-9959
Fax (416)314-4030
8:00 - 5:00 ♿

Coroners investigate sudden and unexpected **deaths**, inform the public about prevention of similar deaths, order **autopsies** for medicolegal reasons, conduct **inquests** and sign **certificates** for **cremation** and for shipment of **bodies** out of Ontario. The office administers the Coroners Act and the Anatomy Act, concerning donation of bodies for medical education. Adults may give consent by signing the **donor** section of driver licences or a donor card; orally, during last illness in the presence of at least two witnesses; or in writing. The office inspects **schools** of anatomy in Ontario, and supplies them with donated or unclaimed bodies. The Office of the Chief Coroner also supervises the Forensic Pathology Unit.

FORENSIC PATHOLOGY UNIT

Coroners Bldg
2nd Flr, Main Flr & Bsmt, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4040
Fax (416)314-4060
8:30 - 4:30 ♿

The Forensic Pathology Unit assists in determining the cause of death by conducting a forensic autopsy when warranted by a coroner. The Chief Forensic Pathologist is responsible for overseeing

the province's Regional Centres of Excellence. He also supervises regional pathologists who perform medicolegal **autopsies** on a fee-for-service basis. The unit facilitates various **educationa**l programs including courses for regional pathologists, an internship program with the University of Toronto's School of Medicine and an in-house residency program for regional pathologists. The unit also actively participates in the organ donation program by informing families of the opportunity and contacting the appropriate agency as requested by the family.

TORONTO CORONERS DISPATCH OFFICE AND MORGUE
Coroners Bldg
Main Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4100
Fax (416)314-0888
24 hours

TORONTO INQUEST COURTS
Main Flr, 15 Grosvenor St
Toronto M4Y 1A9
General Inquiry (416)314-4200
Fax (416)314-3935
8:00 - 4:00

REGIONAL CORONERS

CENTRAL REGION
Suite 700, 24 Queen St E
Brampton L6V 1A3
General Inquiry (905)874-3972
Fax (905)874-3976
8:30 - 4:30

CENTRAL WEST REGION
1st Flr, 1 Stone Rd W
Guelph N1G 4Y2
General Inquiry (519)837-6330
Fax (519)837-6329
8:30 - 4:30

EASTERN REGION
Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5737
Fax (613)531-5738
8:45 - 4:45

NIAGARA REGION
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)682-9209
Fax (905)684-0977
8:30 - 4:30

NORTHEAST REGION
2nd Flr, 453 Lansdowne St E
Peterborough K9J 6X9

RR 3, PO Box 10009
North Monaghan Postal Stn
Peterborough K9J 6X4
General Inquiry (705)745-9887
Fax (705)748-5055
9:00 - 5:00

NORTHWESTERN REGION
4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
General Inquiry (807)343-7663
Fax (807)343-7665
8:00 - 4:15

SOUTHWESTERN REGION
1st Flr Unit L Rm 1-068, 80 Dundas St
London N6A 6A8
General Inquiry (519)675-7689
Fax (519)675-7691
8:30 - 4:45

TORONTO EAST REGION
Coroners Bldg
2nd Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-1013
Fax (416)314-4030
8:30 - 4:30

TORONTO WEST REGION
Coroners Bldg
2nd Flr, 26 Grenville St
Toronto M7A 2G9
General Inquiry (416)314-4105
Fax (416)314-4030
8:00 - 5:00

OFFICE OF THE FIRE MARSHAL

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3126
www.gov.on.ca/OFM/
8:30 - 5:00

The primary function of the Office of the **Fire**-Marshal (OFM) is to minimize the loss of life and property from fire by assisting municipalities and fire departments to improve fire protection and fire prevention services. By administering the Fire Protection and Prevention Act, 1997, the OFM supports the functions of municipal fire departments through a variety of advisory, training and instructional programs. The OFM also advises the Ontario government on standards and legislative developments that relate to fire protection and fire prevention. The OFM distributes a variety of **publications** for use by the Ontario Fire Service, i.e. Ontario Fire Service Messenger and the Fire Marshal's Communique. The OFM administers an **award**s program for Ontario **firefighter**s and presents annual fire **safety** awards to citizens, firefighters and organizations under the sponsorship of the Fire Marshal's Public Fire Safety Council.

ACADEMIC STANDARDS AND EVALUATION

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3122
8:30 - 5:00

Academic **Standards** and Evaluation is responsible for the development of training programs and evaluation systems to improve practices relating to fire protection services as legislated by the Fire Protection and Prevention Act, 1997. Development and administration of certification and accreditation programs for fire services and Office of the Fire Marshal (OFM) occupational roles are also within the mandate of this section. Another major activity of this section is to develop partnerships and alternative delivery mechanisms aimed to enhance fire service accessibility to standardized **education**al/training programs. This section directs the development of OFM occupational performance standards within government policy. Section staff provide process assistance and consultative services to further professional development and corporate training initiatives within the OFM, and ensure the quality and integrity of the programs.

CERTIFICATION AND ACCREDITATION UNIT

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3122
8:30 - 5:00

The **Certification** and **Accreditation** Unit has responsibility for the provincial **fire** service Certification Program.

TESTING AND EVALUATION UNIT

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3122
8:30 - 5:00

Testing and Evaluation Unit provides consultative services to the Office of the Fire Marshal programs in matters pertaining to assessment, testing and evaluation of learning activities. The unit develops and administers testing and evaluation systems for fire service educational/training programs and internal OFM performance systems.

DEPUTY FIRE MARSHAL

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3119
8:30 - 5:00

The Deputy Fire Marshal is responsible for overall operations of the OFM through a number of sections. Through the Corporate Support Section essential program delivery and the infrastructure of the OFM are managed, including resource planning, financial management, administration, information technology, communications and other information services.

FIRE PROTECTION SERVICES - MONITORING AND EVALUATION

2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7258
Fax (705)725-8465
8:30 - 5:00

The Monitoring and Evaluation Unit develops programs, processes and guidelines to assist fire services and municipal officials to make informed and objective decisions regarding the delivery of fire protection services. This unit also manages the development of fire service performance measures and benchmarking practices.

FIRE PROTECTION SERVICES - MUNICIPAL REVIEW

2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7258
Fax (705)725-8465
8:30 - 5:00

The Fire Protection Services - Municipal Review unit monitors the delivery of fire protection services in the province and makes suggestions and recommendations for improvements where appropriate.

HEADQUARTERS NORTH - SUDBURY
McFarlane Lake Complex
Suite 6, 3767 Hwy 69 S
Sudbury P3G 1E4
General Inquiry (705)564-4550
Toll Free 1-800-565-4734
Fax (705)564-4555
8:30 - 5:00

NORTH - THUNDER BAY
640 Mountdale Ave
Thunder Bay P7E 6G8
General Inquiry (807)473-3110
Fax (807)473-3199
8:30 - 5:00

HEADQUARTERS SOUTH - MIDHURST
2284 Nursery Rd
Midhurst L0L 1X0
General Inquiry (705)725-7258
Toll Free 1-800-565-1842
Fax (705)725-7259
Toll Free Fax 1-800-361-5186
8:30 - 5:00

SOUTH - KINGSTON
South Cottage, 14 Gable Lane
Kingston K7M 9A7
General Inquiry (613)530-2200
Toll Free 1-800-565-3941
Fax (613)530-2210
Toll Free Fax 1-800-387-8195
8:30 - 5:00

SOUTH - LONDON
707 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4040
Toll Free 1-800-565-0417
Fax (519)873-4052
Toll Free Fax 1-800-387-7631
8:30 - 5:00

FIRE EVALUATION

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3203
Fax (416)325-3263
8:30 - 5:00

The primary responsibility of **Fire** Evaluation unit is to investigate and evaluate specific fire occurrences within the province of Ontario in order to determine factors that may have contributed to life loss or the severity of the fire. This unit is also responsible for technical assistance on all fires investigated by the OFM and for the development and maintenance of all corporate policies and procedures as well as educational programs related to fire **investigation**s.

APPLIED RESEARCH

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3200
Fax (416)325-3213
8:30 - 5:00

Applied Research will support the activities of all other sections by providing relevant data and information on which to make reasonable and informed decisions on fire safety matters such as immediate threats, program needs, applied research and enhancement of fire protection services.

FIRE SAFETY STANDARDS

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)325-3213
8:30 - 4:15

Fire **Safety Standards** administers the **Fire** Protection and Prevention Act, 1997 and the Ontario Fire Code by providing advice and opinions on their application, processing **appeal**s, developing **inspection** standards and guidelines related to interpretation and enforcement. The section also takes the lead role in development of new fire safety legislation **regulations** and standards. In addition, the section carries out review of plans for new construction and renovations as they relate to fire safety in education facilities, institutional **buildings**, and government buildings.

ONTARIO FIRE COLLEGE

1495 Muskoka Rd N
Gravenhurst P1P 1W5
General Inquiry (705)687-2294
(705)687-9653 (Registration)
Toll Free 1-800-565-0613 (HOTLINE)
Toll Free 1-800-661-2202 (Student Hotline)
Fax (705)687-4611 (Registration)
Fax (705)687-7911
8:00 - 5:00

The Ontario **Fire** College offers in-residence courses of study in fire protection technology to **municipal** fire department officers. Together with Field Services, the college coordinates regional **training** for municipal fire fighters in the basic skills of fire prevention and fire fighting. Curriculum assistance in the development of training programs is offered to fire departments.

AGENCIES, BOARDS AND COMMISSIONS

FIRE SAFETY COMMISSION

Place Nouveau Bldg
7th Flr, 5775 Yonge St
Toronto M2M 4J1
General Inquiry (416)325-3100
Fax (416)314-1217
www.gov.on.ca./ofm
8:30 - 5:00

The **Fire** Safety Commission is an adjudicative agency and renders decisions for **appeal**s and applications related to specific matters identified under the authority of the Fire Protection and Prevention Act, 1997.

Services offered to the Public:
Fire Safety Commission

ONTARIO CIVILIAN COMMISSION ON POLICE SERVICES

1st Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3004
(416)314-1189 (Complaints, Greater Toronto Area)
Toll Free 1-888-515-5005 (Complaints, Outside the Greater Toronto Area)
Fax (416)314-0198
Fax (416)314-2036 (Complaints, Greater Toronto Area)
Toll Free Fax 1-888-311-7555 (Complaints, Outside the Greater Toronto Area)
8:30 - 5:00

The Ontario Civilian Commission on **Police** Services (OCCPS) is an independent quasi-judicial civilian agency with general **enforcement** authority under the Police Services Act with respect to the adequacy and effectiveness of policing services in Ontario. This includes conducting inquiries and **investigation**s and making recommendations to the Solicitor General (Minister). In Ontario, police services and police services boards are ultimately accountable to the public through the OCCPS. The Commission carries out a mixed combination of duties which are primarily adjudicative or decision-making in nature and conducts reviews on its own motion or at the request of complainants, in respect of a **complaint** or complaints made about the policies of or services provided by a police force or about the conduct or work performance of a police officer and the disposition of such complaints. The commission also approves the **appointment**s of **First Nations** Constables.

ONTARIO CRIME CONTROL COMMISSION

George Drew
1st Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-0876
Toll Free 1-877-274-6326
Fax (416)314-0870
www.fightcrime.net
8:30 - 4:30

The Ontario **Crime** Control Commission is co-chaired by MPPs who act as Parliamentary Assistants to the Attorney General, Solicitor General and Minister of Public Safety and Security. The Commission was created to listen to the public's concerns and identify specific steps the government can take to make Ontario a safer and better place to live. The Commission was established in 1997 and recently extended to June 2003 to continue to put the government's commitment to safer communities, crime prevention, more effective law enforcement and a balanced criminal justice system into action.

ONTARIO PAROLE AND EARNED RELEASE BOARD

4375 Chesswood Dr
Toronto M3J 2C2
General Inquiry (416)325-4480
Toll Free 1-888-579-2888 (Victim Support Line)
Fax (416)325-4485
www.operb.gov.on.ca
8:00 - 5:00

The Ontario **Parole** and Earned Release Board has jurisdiction over all **offender**s who are serving sentences of up to two years less a day in provincial institutions. The Chair, Ontario Parole and Earned Release Board, is responsible for the overall administration of the board. Four senior members are responsible to the Chair for all board decisions and for the total operation of the

regions. The board shares responsibility for operating the **Victim** Support Line, which provides information to victims on convicted adult offenders in the provincial system.

REGIONAL OFFICES

EASTERN REGIONAL OFFICE
4685 Donnelly Dr
Merrickville K0G 1N0
General Inquiry (613)269-2390
Fax (613)269-2393
8:30 - 4:30

NORTHERN REGIONAL OFFICE
Suite 403, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-4227
Fax (705)671-2980
8:30 - 4:30

SOUTHERN REGIONAL OFFICE
3rd Flr, 2195 Yonge St
Toronto M4S 2B1
General Inquiry (416)325-4487
Fax (416)325-4491
8:30 - 4:30

WESTERN REGIONAL OFFICE
785 York Rd
PO Box 1716
Guelph N1H 6Z9
General Inquiry (519)837-6320
Fax (519)837-6324
8:30 - 4:30

ONTARIO POLICE ARBITRATION COMMISSION

George Drew Bldg
1st Flr, 25 Grosvenor St
Toronto M7A 1Y6
General Inquiry (416)314-3520
Fax (416)314-3522
8:30 - 5:00

The Ontario **Arbitration** Commission is a five-member statutory body which administers the conciliation and **mediation**-arbitration processes between **municipal police** associations and municipal police services boards throughout the Province of Ontario. The Arbitration Commission also provides a conciliation and mediation-arbitration service to the Ontario Provincial Police (OPP) for contract bargaining disputes.

ACTS

Ammunition Regulation Act, 1991
Anatomy Act
Christoper's Law (Sex Offender Registry) 2000
Coroners Act
Emergency Plans Act, 1983
Fire Protection & Prevention Act, 1997
Lightning Rods Act
Ministry of the Solicitor General Act
Ontario Society for Prevention of Cruelty to Animals Act
Police Services Act
Private Investigators and Security Guards Act
Public Works Protection Act

MINISTRY OF TOURISM AND RECREATION

Hearst Block
900 Bay St
Toronto M7A 2E1
General Inquiry (416)326-9326
Toll Free 1-800-668-2746 (Ontario Travel Information)
www.tourism.gov.on.ca

The goal of the Ministry of Tourism and Recreation is to make Ontario known as a leader in world-class and innovative tourism, sport and recreation products and services, bringing long-term economic wealth, jobs, regional growth and prosperity to all Ontarians.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
(416)325-1691 (Customer Service Line)
Fax (416)325-5968
8:00 - 5:00

Reporting to the Deputy Minister, the Communications Branch provides leadership in communicating the ministry's programs and policies related to its core businesses and to the government's corporate communications agenda. The branch supports the minister, deputy minister and senior ministry staff in handling contentious issues, in responding to public inquiries, in evaluating and implementing communication plans. The branch also advises on, and organizes the minister's and deputy minister's participation in public events. The media, the general public and the many Ministry clients from the tourism, recreation and sport sector are also serviced by the Communications Branch through the publication of news releases and internet sites.

INTERNAL AUDIT SERVICES

2nd Flr, 777 Bay St
Toronto M5G 2E5
General Inquiry (416)585-6560
Fax (416)585-7377
Fax (416)314-0710
8:30 - 4:45

Internal Audit Services is an independent, objective assurance and consulting activity designed to add value and improve the operations of the Ministry of Tourism and Recreation, Ministry of Culture and the Ministry of Citizenship. It helps the ministries accomplish their objective by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance.

INVESTMENT AND DEVELOPMENT OFFICE

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-2612
Fax (416)327-2506

The mandate of the Investment and Development Office (IDO) is to increase Ontario's competitiveness by supporting new product development and investment in Ontario's tourism,

culture and recreation sector. In addition, IDO administers the Sports, Culture and Tourism Partnerships of Ontario's SuperBuild infrastructure program. IDO is also responsible for the management of 18 Travel Information Centres located throughout the province.

ONTARIO TRAVEL INFORMATION CENTRES

21 Molson Park Dr
Barrie L4M 6E7
General Inquiry (416)314-0944
Toll Free 1-800-668-2746
Fax (705)725-7285

Ontario **Travel** Information Centres offer expert counselling, customized trip planning and **accommodation** reservations to the public. Ontario Travel supplies information and **publications** on various tourist attractions, accommodations, **campgrounds**, **parks** (including **hiking trails**, canoe outfitters, etc.), events, **festivals**, **hunting**, **fishing**, **boating**, **skiing** and more. Ontario **Road** Maps are distributed at Ontario Travel Centres along with up-to-date reports, including ski conditions, winter road conditions, provincial park vacancies, spring blossom and **fall colour**.

CENTRAL REGION

BARRIE TRAVEL INFORMATION CENTRE
21 Molson Park Dr
Barrie L4M 6E7
(705)725-7280 (Travel Consultants)
(416)314-0998 (Campground Vacancy Reports Jul - Aug; Spring Blossoms, Fall Colour)
(416)314-0998 (Alpine & X-Country Ski Reports Dec - Apr)
Fax (705)725-7285

TORONTO (EATON CENTRE) TRAVEL INFORMATION CENTRE
Eaton Ctr
Level 1, 220 Yonge St
PO Box 104
Toronto M5B 2H1
Toll Free 1-800-668-2746 (Travel Enquiries - English)
Toll Free French 1-800-268-3736 (Travel Enquiries - French)
Fax (416)314-5901

EASTERN REGION

CORNWALL TRAVEL INFORMATION CENTRE
903 Brookdale Ave
Cornwall K6J 4P3
General Inquiry (613)933-2420
Fax (613)933-3387

HAWKESBURY TRAVEL INFORMATION CENTRE
Hwy 417
RR 1
Chute-A-Blondeau K0B 1B0
General Inquiry (613)674-2000 (May 15 - Thanksgiving)
Fax (613)674-2689

HILL ISLAND (LANSDOWNE) TRAVEL INFORMATION CENTRE
Hwy 137
RR 1
Lansdowne K0E 1L0
General Inquiry (613)659-2108 (May 15 - Thanksgiving)
Fax (613)659-2102

LANCASTER TRAVEL INFORMATION CENTRE
Hwy 401 & Hwy 2
RR 1
Lancaster K0C 1N0
General Inquiry (613)347-3498 (May 15 - Thanksgiving)
Fax (613)347-3435

PRESCOTT TRAVEL INFORMATION CENTRE
Hwy 16 at US/Canada border
PO Box 1600
Prescott K0E 1T0
General Inquiry (613)925-3346 (May 15 - Labour Day)
Fax (613)925-1462

NIAGARA REGION

FORT ERIE TRAVEL INFORMATION CENTRE
315 Bertie St
Fort Erie L2A 6S6
General Inquiry (905)871-3505
Fax (905)871-6461

NIAGARA FALLS TRAVEL INFORMATION CENTRE
5355 Stanley Ave
Niagara Falls L2E 7C2
General Inquiry (905)358-3221
Fax (905)358-6441

ST CATHARINES TRAVEL INFORMATION CENTRE
RR 4
Niagara-on-the-Lake L0S 1J0
General Inquiry (905)684-6354
Fax (905)684-3634

NORTHERN REGION

FORT FRANCES TRAVEL INFORMATION CENTRE
400 Central Ave
Fort Frances P9A 1X8
General Inquiry (807)274-7566
Fax (807)274-7870

KENORA TRAVEL INFORMATION CENTRE
Ontario/Manitoba Border
Hwy 17
Keewatin P0X 1C0
General Inquiry (807)468-2495 (May 15 - Labour Day)
Fax (204)349-8339

PIGEON RIVER TRAVEL INFORMATION CENTRE
7671 Hwy 61
RR 7 Pigeon River
Thunder Bay P7C 5V5
General Inquiry (807)964-2094 (May 15 - Thanksgiving)
Fax (807)964-2029

RAINY RIVER TRAVEL INFORMATION CENTRE
301 Atwood Ave
PO Box 100
Rainy River P0W 1L0
General Inquiry (807)852-4449 (May 15 - Labour Day)
Fax (807)852-3124

SAULT STE MARIE TRAVEL INFORMATION CENTRE
261 Queen St W
Sault Ste Marie P6A 1A3
General Inquiry (705)945-6941
Fax (705)945-6943

SOUTHWESTERN REGION

110 Park St E
Windsor N9A 3A9
General Inquiry (519)973-1449
Fax (519)973-1341

SARNIA TRAVEL INFORMATION CENTRE
1415 Venetian Blvd
Sarnia N7T 7W7
General Inquiry (519)344-7403
Fax (519)332-4576

WINDSOR HURON TRAVEL INFORMATION CENTRE
1235 Huron Church Rd
Windsor N9C 2K6
General Inquiry (519)973-1310
Fax (519)973-1313

WINDSOR PARK TRAVEL INFORMATION CENTRE
110 Park St E
Windsor N9A 3A9
General Inquiry (519)973-1338
Fax (519)973-1341

PRODUCT DEVELOPMENT AND CLIENT SERVICES

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-5306
Fax (416)314-7341

Product Development and Client Services facilitates the development of market-ready tourism, culture and recreation products by gathering market intelligence, sponsoring feasibility studies, conducting pilot projects and partnering with industry, government, agencies and organizations to implement the development projects. New product initiatives currently underway include: wine and culinary tourism, sport tourism, eco-tourism, rural tourism, aboriginal tourism, festivals & events - and francophone tourism development.

SPORTS, CULTURE AND TOURISM PARTNERSHIPS SECRETARIAT

12th Flr, 1 Dundas St W
Toronto M7A 2R9
General Inquiry (416)314-1532
Toll Free 1-866-219-5001
Fax (416)314-1382
www.superbuild.gov.on.ca
8:30 - 4:30

The **Sport**s, Culture and Tourism Partnerships (SCTP) initiative is one of three SuperBuild infrastructure programs announced in the 2000 Ontario Budget. SCTP recognizes the important contribution that sport, culture and tourism facilities make to Ontario's economic prosperity and high standard of living. The SCTP Secretariat manages the **funding** program available to assist sport, culture and tourism infrastructure across the province with maintenance, upgrades, and in some cases expansion. This initiative is part of the province's $20-billion SuperBuild strategy to build Ontario's future. For more information please contact www.superbuild.gov.on.ca

REGIONAL AND CORPORATE SERVICES DIVISION

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7311
Toll Free 1-877-395-4105
Fax (416)314-7313
8:30 - 5:00

Regional and Corporate Services are provided to the Ministry of Tourism and Recreation and Ministry of Culture by the same division that provides these services to the Ministry of Citizenship. These services are provided through the following branches: Corporate Resources; Human Resources; Legal Services; Regional Services; Technology and Business Solutions.

CORPORATE RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6136
Fax (416)314-4968

The Corporate Resources Branch provides advice on fiscal and budget planning, accounting and related financial matters to the Ministry of Tourism and Recreation, Ministry of Culture and the Ministry of Citizenship. It also provides administrative support services. The Facilities, Information and Records Management Unit provides facilities and assets management, print, Freedom of

Information/Protection of Privacy and records management services. The Business and Fiscal Planning Unit is responsible for budget analysis and advice, and financial planning.

FREEDOM OF INFORMATION/PROTECTION OF PRIVACY UNIT

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7094
Fax (416)314-7722

The Freedom of Information/Protection of Privacy Unit administers the Freedom of Information and Protection of Privacy Act within the Ministry of Tourism and Recreation and the Ministry of Culture. The Unit provides assistance to the public in locating certain records or processing requests. Various bilingual publications are available such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation and brochures explaining the Freedom of Information and Privacy legislation.

HUMAN RESOURCES BRANCH

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6078
TTY (416)325-6372
Fax (416)325-6371
8:30 - 4:45

Human Resources Branch provides strategic consulting and planning services to executive and line management. It is responsible for human resource policies and procedures, collective agreement administration, provision of human resources information, health and safety services, position classification, recruitment, organizational design, human resources planning and learning services. The branch provides services to the Ministry of Tourism and Recreation, Ministry of Culture and the Ministry of Citizenship.

LEGAL SERVICES BRANCH

5th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7025
Fax (416)314-7038
9:00 - 5:00

The Legal Services Branch provides legal services for the Ministry of Tourism and Recreation and Ministry of Culture and some of its agencies. Services provided include corporate and commercial law, property law, administrative law, intellectual property law, legislative interpretation and human rights law.

REGIONAL SERVICES BRANCH

123 Edward St
Toronto M7A 2R9
General Inquiry (416)314-0738
Fax (416)314-6686

The Regional Services Branch provides value-added consulting and delivery services to program areas of the Ministry of Tourism and Recreation, Ministry of Culture and the Ministry of Citizenship.

CENTRAL AREA

3rd Flr, 123 Edward St
Toronto M7A 2R9
General Inquiry (416)314-6044
Toll Free 1-877-395-4105
Fax (416)314-2024
8:30 - 5:00

HAMILTON OFFICE
14th Flr, 119 King St W
Hamilton L8P 4Y7
General Inquiry (905)521-7244
Toll Free 1-877-395-4105
Fax (905)521-7398
8:30 - 4:45

MIDHURST OFFICE
2284 Nursery Rd
Midhurst L0L 1X0
Toll Free 1-877-395-4105
Fax (705)739-6697

ST CATHARINES OFFICE
9th Flr, 301 St Paul St
St Catharines L2R 7R4
Toll Free French 1-800-263-2441
Fax (905)704-3955
8:30 - 4:45

NORTHERN AREA

Suite 334, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

DRYDEN OFFICE
479 Government Rd
PO Box 3000
Dryden P8N 3B3
General Inquiry (807)223-8682
Toll Free 1-800-525-8785
Fax (807)223-8502
8:30 - 4:45

KENORA OFFICE
810 Robertson St
Kenora P9N 4J4
General Inquiry (807)468-2450
Toll Free 1-800-465-1108
Fax (807)468-2788
8:30 - 5:45

NORTH BAY OFFICE
447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)494-4182
Toll Free 1-800-461-9563
Fax (705)494-4069
8:30 - 4:45

SAULT STE MARIE OFFICE
Roberta Bondar Pl
Suite 200, 70 Foster Dr
Sault Ste Marie P6A 6V8
General Inquiry (705)945-5885
Toll Free 1-800-461-7284
8:30 - 4:45

SIOUX LOOKOUT OFFICE
62 Queen St
PO Box 267
Sioux Lookout P8T 1A3
General Inquiry (807)737-1018
Toll Free 1-800-529-6619
Fax (807)737-3379
8:30 - 4:45

SUDBURY OFFICE
Ontario Government Bldg
Suite 401, 199 Larch St
Sudbury P3E 5P9
General Inquiry (705)564-3035
Toll Free 1-800-461-4004
Fax (705)564-3043
8:30 - 4:45

THUNDER BAY OFFICE
Suite 334, 435 James St S
Thunder Bay P7E 6S7
General Inquiry (807)475-1683
Toll Free 1-800-465-6861
Fax (807)475-1297
8:30 - 4:45

TIMMINS OFFICE
Ontario Government Complex
Hwy 101 E
PO Box 3085
South Porcupine P0N 1H0
General Inquiry (705)235-1550
Toll Free 1-800-305-4442
Fax (705)351-1553
8:30 - 4:45

SOUTHEAST AREA

1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45

BRACEBRIDGE OFFICE
15 Dominion St
Bracebridge P1L 2E7
General Inquiry (705)646-0351
Toll Free 1-800-360-1304
Fax (705)646-0544

HUNTSVILLE OFFICE
207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-4448
Fax (705)789-9533

KINGSTON OFFICE
Ontario Government Bldg Beechgrove Complex
51 Heakes Lane
Kingston K7M 9B1
General Inquiry (613)531-5580
Toll Free 1-800-293-7543
Fax (613)531-5585
8:30 - 4:45

OTTAWA OFFICE
1st Flr, 530 Tremblay Rd
Ottawa K1G 6B7
General Inquiry (613)742-3360
Toll Free 1-800-267-9340
Fax (613)742-5300
8:30 - 4:45

PETERBOROUGH OFFICE
South Tower
2nd Flr, 300 Water St
Peterborough K9J 8M5
General Inquiry (705)755-2624
Toll Free 1-800-461-7629
Fax (705)552-2631
8:30 - 4:45

SOUTHWEST AREA

Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30

KITCHENER OFFICE
Suite 405, 30 Duke St W
Kitchener N2H 3W5
Toll Free 1-800-265-2189
Fax (519)578-1632
8:30 - 4:30

LONDON OFFICE
2nd Flr, 659 Exeter Rd
London N6E 1L3
Toll Free 1-800-265-4730
Fax (519)873-4061
8:30 - 4:30

MARKDALE OFFICE
181 Toronto St S
PO Box 496
Markdale N0C 1H0
Toll Free 1-800-265-5520
Fax (519)986-3014
8:30 - 4:30

WINDSOR OFFICE
221 Mill St
Windsor N9C 2R1
Toll Free 1-800-265-1330
Fax (519)973-1414
8:30 - 4:30

TECHNOLOGY AND BUSINESS SOLUTIONS BRANCH (MCZP/MTR/MCL)

2nd Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)325-6296
Fax (416)325-6388
8:30 - 5:00

The Technology and Business Solutions Branch (MCZP/MTR/MCL) is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Citizenship (including the Ontario Women's Directorate & the Ontario Seniors' Secretariat), and the Ministry of Tourism and Recreation and Ministry of Culture. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; client consultation to identify opportunities where technology will assist client business activities in multiple locations, technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network. Under administrative agreements, the branch also provides I&IT services and support to the Office of Francophone Affairs and the Ontario Human Rights Commission.

SPORT AND RECREATION BRANCH

4th Flr, 400 University Ave
Toronto M7A 2R9
General Inquiry (416)314-7440
Fax (416)314-6301
Fax (416)314-7458
8:30 - 4:45

The **Sport** and **Recreation** Branch has a core business of advancing the sport and recreation sectors through excellence in policy leadership, program development and strategic **funding** for the health, social, and economic benefit of Ontarians and the prosperity of their communities. It pursues this core business by: engaging and linking stakeholders and other ministries to build a capable Sport and Recreation delivery system; encouraging Ontarians to participate in innvoative, safe and positive sport and recreation to a level of their interest and ability; contributing to a strong provincial sport system and the development of athletic excellence in Ontario; engaging Ontarians to be regularly physically active, to enhance their quality of life and address risks associated with a sedentary lifestyle; and developing programs, strategies, and partnerships within the sport and recreation sectors that contribute to prosperous communities and the economic growth of the province.

Services offered to the Public:
Grants to Provincial and Community Recreation Organizations
Sport and Recreation Provincial Programs
Support to Provincial Sport Organizations

TOURISM DIVISION

Hearst Block
9th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-6637
Fax (416)325-6985
www.tourism.gov.on.ca
8:30 - 4:45

The Tourism Division develops and promotes Ontario as a world class "must see" tourism destination; assists the tourism industry by creating the right business climate; operates tourism agencies and attractions, and travel information centres.

TOURISM AGENCIES BRANCH

15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)314-7000
Fax (416)314-7003
8:00 - 5:00

The Tourism Agencies Branch is responsible for policy, financial and program liaison with the ministry's tourism agencies and attractions. In addition, it establishes and maintains an effective accountability relationship between each agency and the ministry within its scope of broader government policy. The tourism agencies and attractions are: Niagara Parks Commission, Metro Toronto Convention Centre Corporation, Ontario Place Corporation, Ottawa Congress Centre, St. Clair Parks Commission, St. Lawrence Parks Commission, Huronia **Historical** Parks, Old Fort William and the OntarioTourism Marketing Partnership Corporation.

TOURISM BRANCH

15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)314-7325
Fax (416)314-7341
www.ontario-canada.com

The Tourism Branch focuses on enhancing the competitiveness of Ontario's tourism industry by monitoring domestic and international tourism trends and determines their impacts on Ontario's tourism industry; designs and conducts quality research initiatives to identify competitive strengths, weaknesses, opportunities, and threats; develops tourism policies and focused strategies that enhance the overall competitiveness, growth and development of the tourism industry; stimulates tourism investment; and develops and implements special projects to address new and emerging critical tourism issues.

POLICY AND STRATEGY DEVELOPMENT

15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)314-7325
Fax (416)314-7341

The Policy and Strategy Development Unit focuses on attracting tourism investment to Ontario by working with investors and developing investment strategies; developing and reviewing tourism policy by working with tourism industry associations, reviewing proposals of other ministries and the federal government.

RESEARCH AND INDUSTRY COMPETITIVENESS

15th Flr, 700 Bay St
Toronto M5G 1Z6
General Inquiry (416)314-7325
Fax (416)314-7341

The Research and Industry Competitiveness section guides marketing, policy and product development decisions by providing strategic information and analysis. The section's responsibilities include monitoring domestic and **international** tourism trends and determining their impact on Ontario's tourism industry; forecasting; tourism statistics e.g. visitation; product research; economic impact analyses; designing and conducting relevant research initiatives (supply-side and demand-side) to increase competitiveness.

RESOURCE-BASED TOURISM

Suite 201, 615 South James St
Thunder Bay P7E 6P6
Toll Free 1-800-561-3399
Fax (807)475-1765
Fax (705)677-4019 (Sudbury)

The Resource-Based Tourism unit is responsible for heightening the competitiveness and growth of Ontario's resource-based tourism industry through proactive and integrated planning, analysis, program and product development on a wide variety of complex issues and opportunities; promoting activities that protect, diversify and enhance resource-based tourism potential on Crown lands and waters in Ontario; facilitating strategic alliances and partnerships with key stakeholders involved in tourism development; and meeting the legislative requirements of the Tourism Act and Regulation 1037 through the issuance of Resource-Based Tourism Establishment Licenses across Ontario.

SUDBURY OFFICE
Suite 401, 199 Larch St
Sudbury P3E 6A5
Toll Free 1-800-561-3399
Fax (705)677-4019

AGENCIES, BOARDS AND COMMISSIONS

HURONIA HISTORICAL PARKS

PO Box 160
Midland L4R 4K8
(705)549-8064 (Discovery Harbour)
(705)526-7838 (Sainte-Marie among the Hurons)
Fax (705)526-9193
www.hhp.on.ca
8:30 - 5:00

The Ministry operates and maintains **historic** attractions at Midland (Sainte-Marie among the Hurons) and at Penetanguishene (Discovery Harbour). Sainte-Marie among the Hurons (1639-1649) is a reconstruction of the 17th century headquarters of the French Jesuit mission to the Huron people. It was the first European community in Ontario and home to six of the eight North American Jesuit martyrs. Discovery Harbour represents the period from 1817 to 1856 when the Royal Navy and the British Army maintained a **naval** dockyard and military garrison at this strategic defence station on Georgian Bay. Discovery Harbour is the home of the King's Wharf **Theatre** and two Tall Ships and offers professional summer theatre and sailing opportunities to the public.

METRO TORONTO CONVENTION CENTRE CORPORATION

255 Front St W
Toronto M5V 2W6
General Inquiry (416)585-8000
Fax (416)585-8270
www.mtccc.com

The Metro Toronto **Convention** Centre Corporation is an agency of the Ministry of Tourism and Recreation. Since its opening in October 1984, the centre has earned a reputation as a world class facility hosting more that 2 million visitors a year. Consisting of 454,000 sq. ft. of exhibit halls, 95,400 sq. ft. of meeting rooms, a 28,000 sq. ft. ballroom, a 1,350 seat theatre, professional food preparation facilities and two parking garages with a total of 1,700 spaces, the centre accommodates small meetings of 40 people to conventions of 40,000 and consumer shows attracting more than 200,000 people. The Convention Centre's consistent and outstanding quality in food and service is unsurpassed in North America.

NIAGARA PARKS COMMISSION

Oak Hall Administrative Bldg
7400 Portage Rd
PO Box 150
Niagara Falls L2E 6T2
General Inquiry (905)356-2241
Toll Free 1-877-642-7275
Fax (905)354-6041
www.niagaraparks.com

The Niagara **Parks** Commission operates a park system consisting of 1,254 hectares along the Niagara River from Lake Erie to Lake Ontario. Within this park are **recreation** areas, scenic attractions, a marina, restaurants, **gift shop**s, **historic** sites, **golf course**s and a horticultural school. The commission administers the Niagara Parks Act.

OLD FORT WILLIAM

Vickers Heights PO
Thunder Bay P0T 2Z0
General Inquiry (807)577-8461
(807)473-2333 (Hotline)
TTY (807)473-2307
Fax (807)473-2327
Fax (807)473-2336 (General Manager)
www.oldfortwilliam.on.ca
8:00 - 5:00

Located in Thunder Bay, Old Fort William is a reconstruction of the original **fur** trade establishment which was operated by the North West Company from 1803 to 1821. The company used Fort William as an inland headquarters and transshipment point, enabling the Nor'Westers to move furs and trade goods across the continent in one season. Up to 1,000 fur traders converged at the fort each summer, to conduct the frenzied business and celebrations of the Rendez-vous. Costumed and uniformed staff bring Old Fort William to life. The fort operates year-round with seasonal events complementing summer living history programming designed to meet the needs of tourists, **recreation**al and educational visitors. Facilities include a resource **library**, **historic** restaurant, interpretive centre, **gift shop** and picnic area, with access for disabled persons, and basic overnight **accommodation**s available.

ONTARIO PLACE CORPORATION

955 Lakeshore Blvd W
Toronto M6K 3B9
General Inquiry (416)314-9900
Fax (416)314-9992
www.ontarioplace.com

Ontario Place Corporation manages a major provincial and local tourist attraction, and showcases excellence in the performing arts, entertainment technology and **recreation**. In a 96-acre waterfront, urban park setting in the municipality of Metropolitan Toronto, Ontario Place includes Cinesphere - the giant screen IMAX theatre (open all year); The Molson Amphitheatre; the Island Club; exhibition pavilions; live entertainment; Atlantis complex (open all year); restaurants; snack bars; souvenir shops; a marina; Rush River Raft Ride; Mega Maze; MARS - a simulated ride; pedal boats; bumper boats; the Wilderness Adventure Ride; the Canadian destroyer HMCS Haida; mini golf; and Children's Village with a water play area and play apparatus. Ontario Place is open from mid-May to Labour Day. There is a site admission.

ONTARIO TOURISM MARKETING PARTNERSHIP CORPORATION

Hearst Block
10th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-9823
Toll Free 1-800-668-2746 (Ontario Travel Information)
Fax (416)325-6004
www.gov.on.ca

The Ontario **Tourism** Marketing Partnership Corporation is an organization that has responsibility for leading the tourism marketing strategy to sell Ontario as a 'must-see' destination. The Partnership is an agency of the Ministry of Tourism and Recreation and is directed by an industry-led Board of Directors. It also works closely with industry through an extensive network of committees that involves a wide range of tourism stakeholders in the development and implementation of strategic tourism initiatives.

MARKET DEVELOPMENT

Hearst Block
10th Flr, 900 Bay St
Toronto M7A 2E1
General Inquiry (416)325-9823
Fax (416)314-7563

The Market Development service undertakes partnership coordination, marketing planning and analysis, product packaging, and event marketing initiatives on behalf of the Ontario Tourism Marketing Partnership Corporation.

OTTAWA CONGRESS CENTRE

55 Colonel By Dr
Ottawa K1N 9J2
General Inquiry (613)563-1984
Fax (613)563-7646

The Ottawa Congress Centre forms part of the Rideau Centre shopping complex located in Ottawa's most popular tourist area. The centre's main Congress Hall, a free-span space with a 24-foot ceiling, accommodates up to 5,000 delegates in plenary session and 3,500 dining. The lower Capital Hall level can be arranged into several break-off rooms for groups of 50 or more. In all meeting rooms, three different types of simultaneous translation systems provide service for bilingual, multilingual

and top security conferences. Meeting rooms are also equipped for video projection and multi-image slide presentations. Permanent projection booths may be used for front projections directly on to permanently mounted screens.

ST. CLAIR PARKS COMMISSION

PO Box 700
Corunna N0N 1G0
General Inquiry (519)862-2291
Fax (519)862-2294
www.stclairparkway.com
8:30 - 4:30

The St. Clair **Parks** Commission is a regional parks system made up of 18 facilities and over 500 acres of mainly waterfront parkland along the St. Clair River. The commission is located within Kent and Lambton counties, including the city of Sarnia. The vision of the commission is to preserve access to waterfront property for public use, and to promote tourism in cooperation with other agencies.

ST. LAWRENCE PARKS COMMISSION

RR 1
Morrisburg K0C 1X0
General Inquiry (613)543-3704
(613)542-7388 (Fort Henry, Kingston)
TTY (613)542-2956 (Fort Henry, Kingston)
TTY (613)543-4181
Toll Free 1-800-437-2233
Fax (613)543-2847
8:15 - 4:30

The St. Lawrence **Parks** Commission, an agency of the Ontario Government, manages **recreation**al areas known collectively as the "Parks of the St. Lawrence." The Parks of the St. Lawrence has become one of the largest tourism destinations in Eastern Ontario, extending 280 km from the Bay of Quinte to the Province of Quebec. Facilities include thousands of hectares of park land and attractions on the St. Lawrence Heritage Corridor that provide a major source of recreational opportunities for residents and visitors to the Eastern Ontario Gateway to Ontario. Parks of the St. Lawrence attractions include Upper Canada Village, Fort Henry, Queen Elizabeth **Gardens**, Crysler Park Marina, Upper Canada **Golf Course**, Upper Canada Migratory Bird Sanctuary, Long Sault Parkway and 1000 Islands Parkway, a series of 12 riverside day-use area parks and **campgrounds**, recreational trails and several restaurants and gift stores.

ACTS

Community Recreation Centres Act
Historical Parks Act
Metropolitan Toronto Convention Centre Corporation Act
Ministry of Tourism and Recreation Act
Niagara Parks Act
Ontario Place Corporation Act
Ottawa Congress Centre Act
St. Clair Parks Commission Act, 2000
St. Lawrence Parks Commission Act
Tourism Act

MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-1600
Toll Free 1-800-387-5514 (Outside the 416 Area Code)
www.edu.gov.on.ca
8:30 - 5:00

The Ministry of Training, Colleges and Universities develops policy for Ontario Colleges of Applied Arts and Technology; provides Ontario colleges and universities with funding, as allocated by legislature; delivers the Ontario Student Assistance Program; gives universities the authority to grant degrees; and registers private vocational schools. The ministry also develops policy for adult education and labour market training and mobility; conducts labour market research; provides a network of community-based agencies funded to deliver training, employment, literacy and basic skills services to youth and adults; represents Ontario in its negotiations with the federal government on training issues; and administers and regulates the apprenticeship program for skilled occupations, under the Apprenticeship and Certification Act.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Mowat Block
14th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4545
Toll Free 1-800-387-5514 (Outside 416 Area Code)
Fax (416)325-4545
www.edu.gov.on.ca

The Communications Branch provides strategic communications advice and support to the minister and deputy minister of the Ministries of Education and Training, Colleges and Universities. It works with senior personnel in each ministry to identify, develop and implement a variety of corporate communications programs for the education and training sectors, and the public. Services include: media relations; issues management; answering telephone inquiries from the public; publishing curriculum and teaching resources for educators and trainers; writing and producing a variety of public information materials; managing preparation of ministry correspondence; coordinating events; coordinating advertising; and managing ministry Web site.

CORPORATE MANAGEMENT AND SERVICES DIVISION

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2772
Fax (416)325-2778
8:00 - 5:00

The Corporate Management and Services Division is responsible for the administration of the ministry's financial and material resources; for the provision of administrative, financial, audit and library services; for the provision of legal services in support of ministry programs, policies and legislation; for the administration, development and support of the ministry human resources; for the provision of information management and data-processing services, systems development and maintenance, and technological support and training; and the overall corporate planning of the ministry. The division is also responsible for administering the Workforce Discrimination and

Harassment Prevention policy within the ministry, and for ensuring compliance to the French Language Services Act and the Freedom of Information and Protection (FOI) Act.

AUDIT SERVICES BRANCH

6th Flr, 77 Wellesley St W
Toronto M7A 1N3
General Inquiry (416)325-0732
Fax (416)325-1120

The Audit Services Branch performs an assurance consulting function, which assists the ministry in accomplishing its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of the organization's risk management, control and governance.

HUMAN RESOURCES BRANCH

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-9045
Fax (416)327-9043
8:30 - 5:00

The Human Resources Branch provides leadership and advice in strategic human resources planning, the development of human resources policies and procedures, organization design and classification, staffing, labour relations, workplace health and safety, equal opportunity, employment transition and training development.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-0070
Fax (416)327-9043
8:00 - 5:30

The Freedom of Information and Protection of Privacy (FOIPP) unit is responsible for compliance to the Freedom of Information and Protection of Privacy Act within the Ministry of Education and the Ministry of Training, Colleges and Universities, its district offices and affiliated agencies. This unit responds to requests for information made under the Act. It monitors and makes recommendations on the ministry's policies and procedures with respect to access and privacy matters.

Services offered to the Public:
Access to Information
Privacy Compliance

LEGAL SERVICES BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2400
Fax (416)325-2410
8:30 - 5:00

The Legal Services Branch provides the Ministry of Education and the Ministry of Training, Colleges and Universities with legal services in all areas of education and training. This includes giving legal advice on ministry programs and policy; drafting legislation and regulations; drafting contracts; preparing and reviewing other legal documents; providing legal support in defending litigation and human rights complaints; negotiations; and freedom of information.

ORGANIZATIONAL DEVELOPMENT AND CHANGE MANAGEMENT

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4521
Fax (416)325-1835
8:30 - 5:00

Organizational Development and Change Management develops initiatives, products and tools aimed at improving the organizational capacity of the ministry, fostering continuous improvement and motivating staff. It designs leadership forums and a leadership development program, manages corporate change projects, promotes good practices in employee recognition and orientation, and facilitates team and group learning.

OFFICE OF THE CHIEF INFORMATION OFFICER, COMMUNITY SERVICES CLUSTER

Mowat Block
20th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4598
Fax (416)325-8371

Office of the Chief Information Officer, Community Services Cluster provides I&IT planning, policy, enterprise architecture, technology and services management, client relationship management, system development and support services.

ONTARIO KNOWLEDGE NETWORK FOR LEARNING (OKNL)

Mowat Block
10th Flr, 900 Bay St
Toronto M1W 3V7
General Inquiry (416)314-1466
Fax (416)325-9473
http://oknl.edu.gov.on.ca
8:30 - 5:00

The Ontario Knowledge Network for Learning (OKNL) provides provincial leadership in channeling the use of information and communication technologies (ICT) in education to improve learner achievement, enhance teacher skills and development, increase parental involvement, and give students the education opportunities they need to succeed in the knowledge-based economy.

TECHNOLOGY AND BUSINESS SOLUTIONS

Mowat Block
24th Flr, 900 Bay St
Toronto M7A 1L2
(416)325-4357 (Information Technology Helpline)
Fax (416)325-1816

Information Technology Services is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry of Education and the Ministry of Training, Colleges and Universities. Activities and services provided to the ministries include strategic systems and technology planning and acquisition; project management and service management of technology projects; technical support and education to ensure the ongoing and effective use of technology, and systems development including the management of corporate systems and the corporate network.

POSTSECONDARY EDUCATION DIVISION

Mowat Block
7th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2199
Fax (416)326-3256

The Postsecondary Education Division is responsible for the full range of the ministry's relationships with the postsecondary education sector and is devoted full-time to building effective working relationships between the ministry and postsecondary institutions and organizations.

COLLEGES BRANCH

Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1816
Fax (416)325-2245

The **Colleges** Branch develops, plans, coordinates, and implements the government's policy and program guidelines for the 25 Colleges of Applied Arts and Technologies (**CAATs**) including program quality and standards. It liaises with institutions and student organizations; provides advisory services to colleges in areas such as interpretation of policy and program guidelines, governance and accountability, **Aboriginal education** strategy, **French** language education, and **distance education**. It administers operating and capital **grants**, and monitors financial performance and key performance indicators.

Services offered to the Public:
CAAT Capital Support Program
CAAT Operating Support Program
CAAT Program Quality Program

POSTSECONDARY EDUCATION QUALITY ASSESSMENT BOARD

Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1686
Fax (416)325-1711
www.peqab.edu.gov.on.ca

The Postsecondary Education Quality Assessment Board makes recommendations to the Minister of Training, Colleges and Universities concerning applications for Ministerial Consent under the terms of the Post-secondary Education Choice and Excellence Act, 2000, and other matters referred to it by the Minister pursuant to the Act

STUDENT SUPPORT BRANCH - THUNDER BAY

4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
Toll Free 1-800-465-3957 (Fellowships)
(807)343-7260 (Students Attending An Out-of-Province Institution Only)
Toll Free 1-800-465-3023 (Accounts Receivable Telephone)
Toll Free 1-800-491-2248 (Income Tax Set-Off)
Toll Free 1-800-667-4938 (Millenium Scholarship)
(900)565-6727 (Automated Voice Response System - $2.00 Per Call)
TTY Toll Free 1-800-465-3958
Fax (807)343-7278
osap.gov.on.ca

Financial assistance in the form of loans, **grants**, and/or **bursaries** to Ontario postsecondary **students** for **educationa**l costs (such as tuition fees, books, and supplies) and basic living expenses. The amount of financial assistance available is based on a student's financial needs as determined by **OSAP** (Ontario Student Assistance Program). Allowable educational costs and the expected financial resources of the student (and his or her family, if applicable) are taken into consideration when determining the amount and type of assistance. Further information, as well as details on all of the programs, is available directly from the OSAP Web site at osap.gov.on.ca. or the Financial Aid Office the student is attending.

Services offered to the Public:
Aird Scholarship
Bursary for Students with Disabilities
Bursary for Students with Disabilities Attending Out-of-Country Postsecondary Institutions
Canada Millennium Bursary
Canada Student Loans for Part-Time Studies
Canada Study Grant for High Need Part-Time Students
Canada Study Grant for Students with Dependents
Canada Study Grant for Women in Doctoral Studies
Canada-Ontario Integrated Student Loans
Child-Care Bursary Plan
Fellowships for Studying in French
Interest Relief Plan
Loan Forgiveness Program
Ontario Graduate Scholarship
Ontario Special Bursary Plan
Ontario Student Assistance Program
Ontario Student Opportunity Grant
Ontario Work Study Plan
Ontario-Quebec Exchange Fellowship
Sir John A. MacDonald Graduate Fellowship in Canadian History
Summer Language Bursary Program

UNIVERSITIES BRANCH

Mowat Block
7th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-1953
Fax (416)325-1959

The **Universities** Branch develops, plans, coordinates, and implements the government's policy and program guidelines for the university sector and monitors program effectiveness. It provides a wide range of advisory services to the province's universities in areas such as interpretation and application of policy and program guidelines, **French**-language **education** and programming, **distance education**, and liaison with student organizations. The branch also administers special, capital and operating **grants** to universities.

Services offered to the Public:
Ontario/Quebec Health Study Program
University Student Information System - University Affairs Reports Student Records

TRAINING DIVISION

Mowat Block
3rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2990
Fax (416)325-2995

The Training Division is responsible for the management and operation of employment and training programs including Apprenticeship, Job Connect, Ontario Summer Jobs, Literacy and Basic Skills, **youth** employment services and training services for employers and initiatives to improve access to professions and trades for foreign-trained Ontarians. The division has responsibility for **labour** market policy and research and liaison with TVOntario. The Office of the Assistant Deputy Minister of Training oversees the operation of: the Labour Market Policy, Planning and Research Branch; the Workplace Preparation Branch; and the Workplace Support Branch. In addition, the division is responsible for International Projects.

LABOUR MARKET POLICY PLANNING AND RESEARCH BRANCH

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-6592
Fax (416)314-3872

The Labour Market Policy Planning and Research (LMPPR) Branch is responsible for the development of labour market and training policy for Ontario. LMPPR provides the Ministry of Training, Colleges and Universities with policy development, analysis and coordination support; conducts planning, research and evaluation with respect to labour market/training matters; conducts local board liaison; manages relations with the federal government and other provinces for labour market issues; promotes the mobility of professionals and tradespeople; and manages the government's relationship with the Ontario Educational Communications Authority (TVOntario).

ACCESS TO PROFESSIONS AND TRADES UNIT

Mowat Block
12th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-6260
Fax (416)326-6265
8:30 - 5:00

The Access to Professions and Trades Unit continues the development and implementation of strategies to reduce barriers for foreign-trained professionals and tradespeople to practise the occupations for which they have been trained. The unit works in partnership with the federal government, educational institutions, and occupational regulatory bodies for improved **assessment** of foreign academic credentials.

LABOUR MARKET INFORMATION AND RESEARCH UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-1754
Fax (416)326-6024

The Labour Market Information and Research Unit provides labour market information and research services to support policy development, program planning and program review within the division and throughout the ministry.

LABOUR MARKET POLICY DEVELOPMENT AND INTERGOVERNMENTAL RELATIONS UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)314-3864
Fax (416)314-3872

The Labour Market Policy Development and Intergovernmental Relations Unit provides policy analysis and develops options for addressing labour market issues, and coordinates the ministry's involvement in intergovernmental initiatives and negotiations in the area of labour market development, including labour mobility issues.

LOCAL BOARDS LIAISON/COMMUNITY RELATIONS UNIT

Mowat Block
19th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-6815
Fax (416)326-6644

Local Boards Liaison/Community Relations Unit supports the work of 21 local boards across Ontario, in cooperation with Human Resources Development Canada.

PLANNING AND EVALUATION UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)327-6613
Fax (416)326-6820

The Planning and Evaluation Unit coordinates the planning and program evaluation activities and processes for the Division.

POLICY COORDINATION UNIT

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2826
Fax (416)325-2927

The Policy Coordination Unit provides policy coordination services for the division; issues management; policy support to programs, and policy analysis regarding broader labour market issues.

TVONTARIO LIAISON

Mowat Block
18th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-2826
Fax (416)325-2927

The Labour Market Policy, Planning and Research Branch manages the government's relationship with the Ontario Educational Communications Authority (TVOntario). TVOntario's mission is to support lifelong learning in Ontario by providing quality educational programming services in English and French, using television and other communication technologies.

WORKPLACE PREPARATION BRANCH

Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5837
(416)326-5656 (JobGrow & Training Hotlines)
TTY (416)326-5493
Toll Free 1-888-562-4769 (JobGrow & Training Hotlines)
Toll Free 1-800-387-5656 (JobGrow & Training Hotlines)
Fax (416)326-5868 (JobGrow & Training Hotlines)
Fax (416)325-5911 (Employment Preparation)
Fax (416)325-5505 (Literacy & Basic Skills)
www.edu.gov.on.ca

The **Workplace** Preparation Branch sets the standard across Ontario for leading edge **employment** and adult **literacy** services that are proven to be valued by clients, employers and communities, and are results-based and cost-effective. The Branch operates the toll-free JobGrow and **Training** Hotline that provides employment and training program information to the public and administers literacy and employment services through an extensive network of local agencies across the province. Services offered to the public include: Literacy and Basic Skills, Job Connect, Summer **Jobs** Service, JobGrow and Training Hotline.

Services offered to the Public:
Job Connect
Literacy and Basic Skills
Summer Jobs Service

LITERACY AND BASIC SKILLS

Mowat Block
23rd Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5837
TTY (416)326-5493
Fax (416)326-5505
www.edu.gov.on.ca./eng/training/literacy/main.html

The **Literacy** and Basic Skills (LBS) funds adult literacy programs offered by community agencies, school boards, and Colleges of Applied Arts and Technology (CAATs). Adults who wish to improve their literacy skills should contact their local LBS agency. LBS services are offered throughout the province to learners in four streams: Anglophone, **Francophone**, **Native** and Deaf. Information about literacy services in your community may be found in the Yellow Pages directory under "Learn". For more information about Francophone services, look under "Apprendre", or call 1-800-636-8616. You may call the JobGrow and Training Hotline at 1-800-387-5656; in Metro Toronto call 416-326-5656.

Services offered to the Public:
Literacy and Basic Skills Program

KINGSTON
Suite 404, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4310

NORTH BAY
Northgate Plaza
2nd Flr, 1500 Fisher St
North Bay P1B 2H3
General Inquiry (705)495-2219

OTTAWA
Suite 703, 1355 Bank St
Ottawa K1H 8K7
General Inquiry (613)731-2708

SUDBURY
450 Notre Dame Ave
Sudbury P3C 5K8
General Inquiry (705)564-3030x32

THUNDER BAY
3rd Flr, 28 Cumberland St N
Thunder Bay P7A 4K9
General Inquiry (807)345-9934

WATERLOO
285 Weber St N
Waterloo J2J 3H8
General Inquiry (519)885-3484

WORKPLACE SUPPORT SERVICES BRANCH

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5605
Fax (416)325-6162
8:00 - 5:00

The **Workplace** Support Services Branch develops, coordinates, implements, and evaluates apprenticeship and other **training** leading to **certification** in skilled occupations; provides expert advice on workplace needs **assessment**, training plans and human resources development; and

works with **employers**, **employees**, organizations, communities and economic sectors to help them deal successfully with adjustment situations.

PROGRAM DELIVERY UNIT/APPRENTICESHIP AND CLIENT SERVICES

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
Toll Free 1-800-387-5656 (Training Hotline)
Fax (416)326-5445
www.edu.gov.on.ca/eng/training/apprenticeship/appren.html

Apprenticeship is a hands-on **training** program for people who want to work in a skilled trade and who enjoy learning by doing. Updated information about apprenticeship opportunities, including details about **jobs** in four major areas: Auto Service, Construction, Manufacturing, and the Service sector is now available on the ministry's public website. English menu page: www.edu.gov.on.ca/eng/training/apprenticeship/appren.html French menu page: www.edu.gov.on.ca/fre/training/apprenticeship/appren.html

Services offered to the Public:
Adjustment Advisory Services
Ontario Youth Apprenticeship Program

CENTRAL DISTRICT FIELD OFFICES

BARRIE
34 Simcoe St
Barrie L4N 6T4
General Inquiry (705)737-1431
Fax (705)737-5684
8:30 - 5:00

MISSISSAUGA
Suite 404, 10 Kingsbridge Garden Cir
Mississauga L5R 3K6
General Inquiry (905)279-7333
Toll Free 1-800-736-5520
Fax (905)279-7332
8:30 - 5:00

PICKERING
Unit 1, 1420 Bayly St
Pickering L1W 3R4
General Inquiry (905)837-7721
Toll Free 1-800-461-4608
Fax (905)837-6726
Toll Free Fax 1-800-461-5385
8:30 - 5:00

TORONTO
1st Flr, 625 Church St
Toronto M7A 2B5
General Inquiry (416)326-5800
Fax (416)326-5799
8:30 - 5:00

EASTERN DISTRICT FIELD OFFICES

BELLEVILLE
Canada Trust Bldg
3rd Flr, 1 Bridge St E
Belleville K8N 5N9
General Inquiry (613)968-5558
Toll Free 1-800-953-6885
Fax (613)968-2364
8:30 - 4:30

BROCKVILLE
Ontario Government Bldg
Oxford Ave
PO Box 1511
Brockville K6V 5Y6
General Inquiry (613)342-5481 (Closed Thurs & Fri)
Toll Free 1-877-417-9333
Fax (613)342-9299
8:30 - 4:30

CORNWALL
Suite L- 50, 55 Water St W
Cornwall K6J 1A1
General Inquiry (613)938-9702
Toll Free 1-877-668-6604
Fax (613)938-6627
8:30 - 4:30

KINGSTON
Suite 404, 1055 Princess St
Kingston K7L 5T3
General Inquiry (613)545-4338
Toll Free 1-877-220-2721
Fax (613)545-1204
8:30 - 5:00

OTTAWA
Suite 703, 1355 Bank St
Ottawa K1H 8K7
General Inquiry (613)731-7100
Fax (613)731-4160
8:30 - 5:00

PEMBROKE
169 Lake St
Pembroke K8A 5L8
General Inquiry (613)735-3911
Toll Free 1-800-807-0227
Fax (613)735-6452
8:30 - 4:30

PETERBOROUGH
Ontario Government Bldg
306 George St N
Peterborough K9J 3H2
General Inquiry (705)745-1918
Toll Free 1-877-433-6555
Fax (705)745-1926
8:30 - 4:30

NORTHERN DISTRICT FIELD OFFICES

KENORA
Suite 105, 810 Robertson St
Kenora P9N 4J5
General Inquiry (807)468-2879
Toll Free 1-800-734-9572 (Within 807 Area Code)
Fax (807)468-2881
8:30 - 4:30

NORTH BAY
Northgate Plaza
2nd Flr, 1500 Fisher St
North Bay P1B 2H3
General Inquiry (705)495-8515
Toll Free 1-800-236-0744 (Within 705 Area Code)
Fax (705)495-8517
8:30 - 4:30

SAULT STE MARIE
Roberta Bondar Pl
Suite 150, 70 Foster Dr
Sault Ste Marie P6A 6V9
General Inquiry (705)945-6815
Toll Free 1-800-236-8817
Fax (705)945-6818
8:30 - 5:00

SUDBURY
450 Notre Dame Ave
Sudbury P3C 5K8
General Inquiry (705)564-3030x32
Toll Free 1-800-603-5999
Fax (705)564-3033
8:30 - 5:00

THUNDER BAY
3rd Flr, 28 Cumberland St N
Thunder Bay P7A 4K9
General Inquiry (807)345-8888
Toll Free 1-800-439-5493
Fax (807)768-2536
8:30 - 5:00

TIMMINS
Ontario Government Complex C Wing
1270 Hwy 101 E
PO Bag 3095
South Porcupine P0N 1H0
General Inquiry (705)235-1950
Toll Free 1-877-275-5139 (Within 705 Area Code)
Fax (705)235-1955
8:30 - 4:30

WESTERN DISTRICT FIELD OFFICES

BRANTFORD
Suite 7, 515 Park Rd N
Brantford N3R 7K8
General Inquiry (519)756-5197
Fax (519)756-0724
8:30 - 4:30

CHATHAM
1023 Richmond St
PO Box 220
Chatham N7M 5K3
General Inquiry (519)354-2766
Toll Free 1-800-214-8284
Fax (519)354-3094

HAMILTON
Ontario Government Bldg
5th Flr, 119 King St W
PO Box 2112
Hamilton L8P 4Y7
General Inquiry (905)521-7764
Toll Free 1-800-668-4479
Fax (905)521-7701
Fax (905)521-7180 (Adjustment Adviser)
8:30 - 5:00

LONDON
Suite 201, 217 York St
London N6A 5P9
General Inquiry (519)675-7788
Toll Free 1-800-265-1050
Fax (519)675-7795
8:30 - 5:00

OWEN SOUND
Nor-Towne Plaza
Suite 108, 1131 2nd Ave E
Owen Sound N4K 2J1
General Inquiry (519)376-5790
Toll Free 1-800-838-9468
Fax (519)376-4843
8:30 - 4:30

SARNIA
Suite 101, 1319 Exmouth St
Sarnia N7S 3Y1
General Inquiry (519)542-7705
Toll Free 1-800-363-8453
Fax (519)542-3391
8:30 - 4:30

ST CATHARINES
9th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2991
Toll Free 1-800-263-4475
Fax (905)704-2985
8:30 - 4:30

WINDSOR
2nd Flr, 1427 Ouellette Ave
Windsor N8X 1K1
General Inquiry (519)973-1441
Toll Free 1-800-663-5609
Fax (519)973-1415
8:30 - 5:00

PROGRAM DEVELOPMENT AND STANDARDS

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5605
Fax (416)326-5653

The Program Development and **Standards** unit develops long-term, on-the-job **apprenticeship training** programs which provide individuals with certified competency in traditional skilled occupations such as electrician and tool and die maker, and new occupations, such as child and youth worker; develops short-term, competency-based modular training programs; develops (in partnerships with **employers**, **industry** and unions), implements and maintains training materials for both apprenticeship and modular programs; develops Ontario **certification examinations** (in partnership with college and industry experts); and participates in the development of **Interprovincial** Standards (Red Seal) examinations. Most modular training takes place on the job, and trainee competency is assessed by the employer.

PROGRAM SUPPORT

Mowat Block
17th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)326-5605
Fax (416)326-5653

The Program Support unit coordinates management information, the provincial purchase of apprenticeship training seats, planning and evaluation of Workplace Support Services Branch programs and activities; and the administration of the apprentice and modular records systems.

AGENCIES, BOARDS AND COMMISSIONS

ONTARIO COUNCIL OF REGENTS FOR COLLEGES OF APPLIED ARTS AND TECHNOLOGY

4th Flr Suite 403, 20 Bay St
Toronto M5J 2N8
General Inquiry (416)325-2914
Fax (416)325-2917
8:30 - 5:00

The Ontario Council of Regents for **Colleges** of Applied Arts and Technology is a provincial agency established under the Ministry of Colleges and Universities Act. The council has three roles. First, it provides strategic policy advice to the Minister of Training, Colleges and Universities to promote and encourage the effectiveness of Ontario's 25 Colleges of Applied Arts and Technology. Second, the council is responsible for the overall quality of governance of the colleges, including the responsibility to appoint the members of individual college boards. Third, the council, through the Colleges' Collective Bargaining Act, is the employer's agent for collective bargaining and related Human Resource Management issues.

ONTARIO EDUCATIONAL COMMUNICATIONS AUTHORITY (TVONTARIO)

Canadian Tire Bldg
Bsmt, Lobby, 2nd, 4th, 5th, 6th & 7th Flr, 2180 Yonge St
Box 200 Stn Q
Toronto M4T 2T1
General Inquiry (416)484-2600
Toll Free 1-800-613-0513
Fax (416)484-6285 (Audience Relations/Communications)
Fax (416)484-6281 (Legal Services)
Fax (416)484-4234 (Administration/Finance)
Fax (416)484-2709 (General Inquiries Fax)
Fax (416)484-2633 (Human Resources)
Fax (416)484-7205 (TFO Programming)
Fax (416)484-4519 (TVO Programming)
Fax (416)484-2896 (Marketing/Revenue & Development)
Fax (416)484-7771 (COO)
Fax (416)484-2732 (CEO)
www.tvontario.org
www.tvo.org
www.tfo.org
8:00 - 6:00

Within the context of the Ontario **Education**al Communications Authority Act, the federal **Broadcast**ing Act and its CRTC licences, OECA/OTEO produces and distributes quality educational programs and services to Ontarians on two **television** networks: TVO (English-

language) and TFO (**French**-language). The mission of OECA/OTEO is to encourage learning and understanding, extend opportunities for individual growth and help Ontarians harness technology for educational purposes, develop the skills they require to successfully participate and compete in a world of rapid change and global challenge. The organization is funded by provincial grants, supplemented by federal grants and contributions from individual viewers and private corporations, as well as revenues from sales of rights to its programs.

ONTARIO GRADUATE SCHOLARSHIP PROGRAM - SELECTION BOARD

4th Flr, 189 Red River Rd
PO Box 4500
Thunder Bay P7B 6G9
General Inquiry (807)343-7257
Toll Free 1-800-465-3957
Fax (807)343-7278
osap.gov.on.ca
8:30 - 4:45

The Ontario Graduate **Scholarship** - Selection Board provides advice and recommendations to the Minister of Training, **Colleges** and **Universities** concerning the policies and administration of the Ontario Graduate Scholarship program and selects successful candidates for **funding** under the program.

ONTARIO STUDENT ASSISTANCE APPEAL BOARD

Mowat Block
9th Flr, 900 Bay St
Toronto M7A 1L2
General Inquiry (416)325-4016
Fax (416)325-9253
9:00 - 5:00

The Ontario Student Assistance **Appeal** Tribunal advises the Minister of Training, **Colleges** and Universities on **financial assistance** given to the Ontario Student Assistance Program applicants.

ACTS

Apprenticeship and Certification Act, 1998
Bill 65: Proposed Ontario Colleges of Applied Arts and Technology Act, 2001
Colleges Collective Bargaining Act
Ministry of Training, Colleges and Universities Act
Ontario Educational Communications Authority Act
Post-Secondary Education Choice and Excellence Act, 2000
Private Vocational Schools Act
Trades Qualification and Apprenticeship Act
University Foundations Act, 1992

MINISTRY OF TRANSPORTATION

Garden City Tower
301 St Paul St
St Catharines L2R 7R4

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8

Toll Free General Inquiry 1-800-268-4686
TTY (905)704-2426
Fax (416)327-9185 (Queen's Park)
www.mto.gov.on.ca

The Ministry of Transportation supports a positive business climate by planning, managing and maintaining a safe, efficient, reliable and integrated transportation network. The ministry sets safety standards, establishes and enforces road user safety regulations; sets design and maintenance standards; and manages construction and maintenance activities on the provincial highway network. The ministry also works with other governments to coordinate and integrate transportation networks to promote harmony in policies and regulations. Promoting a safe and efficient multi-modal transportation system that protects the public's investment in the provincial highways continues to be the key priority.

DEPUTY MINISTER'S OFFICE

COMMUNICATIONS BRANCH

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-2496
Fax (416)327-2591
8:30 - 5:00

The Communications Branch provides strategic communications planning and delivers corporate communications and marketing products and services. It coordinates the ministry's activities to identify and manage contentious issues, and prepares Minister's correspondence. The Communications Branch has four sections: Issues and Media Office, Strategic Communications Office, Editorial and Corporate Services Office, and Corporate Correspondence Unit.

LEGAL SERVICES BRANCH

Bldg B
1st Flr, 1201 Wilson Ave
Downsview M3M 1J8
(416)235-4408 (Reception)
Fax (416)235-4924
8:00 - 5:15

The Legal Services Branch, as part of the Legal Services Division of the Ministry of the Attorney General, provides a full range of legal services and support to the Ministry of Transportation's core businesses. The branch provides advice to the ministry on the interpretation of statutes and regulations and assists in the preparation and review of proposed legislation, regulations and other legal documents such as contracts and agreements with other government entities. It also coordinates ministry prosecutions and litigation, participates in the settlement of claims and appears before administrative tribunals.

CORPORATE SERVICES DIVISION

Garden City Tower
6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2693
Fax (905)704-2445
8:30 - 5:00

The Corporate Services Division is responsible for providing business support to the core businesses of the ministry in managing its finances, human resources and facilities.

FACILITIES AND BUSINESS SERVICES BRANCH

Garden City Tower
8th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2092
Fax (905)704-2833
8:00 - 5:00

The Facilities and Business Services Branch is responsible for corporate advice, product delivery and services related to procurement, including consultant services, facilities and accommodation services, service management, service quality, and customer information services, as well as other corporate business services. The Executive Office, Service Management Office, Facilities Management Office, Service Quality Project, and Customer Information Services Office form the foundation of this branch.

CUSTOMER INFORMATION SERVICES OFFICE

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2200
Fax (905)704-2001
8:30 - 5:00

The Customer **Information Service**s Office is located in St Catharines and provides effective, accurate and timely information for the media, the general public and for other business units within MTO and other ministries throughout the Ontario Government.

MTO INFO (INQUIRY CENTRE)

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)235-4686 (Toronto)
TTY (905)704-2426
Toll Free 1-800-268-4686
Fax (905)704-2001
www.mto.gov.on.ca/english/faq
8:30 - 5:00

MTO INFO Inquiry Centre handles telephone and internet e-mail general customer inquiries involving MTO programs and services, and provides direct referral to specific MTO experts. MTO INFO maintains an Internet public site detailing frequently asked questions at: http://www.mto.gov.on.ca/english/faq/

MTO ROAD CONDITION INFORMATION

Garden City Tower
Ground Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (416)235-1110 (Toronto - 24 hr Automated)
Toll Free 1-800-268-4686 (24 hr Automated)
Fax (905)704-2001
9:00 - 5:00

The MTO **Road** Condition Information office handles the collection, dissemination, distribution, and the service quality management of road condition information and summer **construction** road information. Road condition information is available 24 hours, 7days/week through an automated voice messaging system that is updated four times per day. The same scripted information, updated as frequenly as the voice messaging system is available on the Internet public site at: http://www.mto.gov.on.ca/english. General **traffic** information, including traffic cameras, for the Greater Toronto Area can also be accessed through this site.

FINANCE BRANCH

Garden City Tower
6th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2704
Fax (905)704-2515
8:30 - 5:00

The Finance Branch provides the ministry with financial direction, planning, management and financial quality assurance services, and serves as financial liaison with Management Board, Ministry of Finance, Cabinet Committee on Privatization and Superbuild, and other Ontario government ministries and agencies. The branch is organized into three main functional areas: Budget, Financial Strategies, and Controllership.

HUMAN RESOURCES BRANCH

Garden City Tower
5th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2692
Fax (905)704-2747
8:30 - 5:00

Human Resources Branch provides corporate leadership and strategic human resources planning and consulting services in the development of human resources plans, practices, and systems to support the ministry's priorities and business plans. Branch staff provide consulting services to executives, MTO'S Human Resources community, line managers and staff on human resources management issues. The branch works in partnership with staff and their organized representatives to provide a safe, healthy and responsive workplace environment. The branch's functions include consulting and technical sevices on Labour Relations, Occupational Health and Safety, Equal Opportunity, French Language Services, Service Management and Modern Controllership, Human Resources Consulting Services, and Human Resources Strategic and Business Planning.

OPERATIONS DIVISION

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-9044
Fax (416)327-9226
8:30 - 5:00

The Operations Division is responsible for the delivery of transportation facilities and services to all client groups. The Operations Division is responsible for building and maintaining the provincial highway system and remote **airports**; building and operating some **ferry** services; driver and vehicle licensing; driver **examinations**; commercial vehicle **inspection** and highway carrier enforcement. This is done through the Construction and Operations Branch and Program Management Branch at head office and through five regions, 11 district engineering offices, and a number of driver and vehicle offices. These regional functions are described in separate entries.

CONSTRUCTION AND OPERATIONS BRANCH

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2032
Fax (905)704-2030
8:00 - 4:30

The Construction and Operations Branch is responsible in the areas of construction, maintenance, property, corridor, and claims for the development of operating policies, procedures and systems, conformity of program delivery processes, assessment of operational efficiency, and identification of needs for change and improvement as well as availability of professional expertise. This branch is also responsible for the operation of the government garage; coordination of the ministry's response to provincial emergencies; pre-qualification of contractors, preparation of official estimates for construction contracts; preparation of construction and maintenance contracts; bid enquiries; resolution of engineering claims appealed to the Assistant Deputy Minister of Operations; resolution of public claims against the ministry and claims by the ministry; property expropriation matters referred to the Ontario Municipal Board.

CLAIMS OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-3023
Fax (905)704-2777
8:00 - 5:00

The **Claims** Office is responsible for resolving public claims against the ministry as follows: developing Operational policies and procedures related to public claims against the ministry; the negotiation and settlement of claims against the ministry, for which the ministry is not insured, including well claims and insurance claims due to **construction** vibration, **drainage/flood**ing, dust, and blasting; the office also seeks recovery of **damage**s to crown **property**; makes payment to municipal fire departments for attendance on crown highways; recovery of municipal fire department costs from responsible parties/insurance companies; and liaising on claims where incorrect or outdated Drivers and Vehicles information results in financial loss or inconvenience.

CONSTRUCTION OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2191
(905)704-2203 (Contract)
Fax (905)704-2040
8:00 - 5:00

The **Construction** Office deals with policies, management, and award of **transportation** construction contracts. The Contract Section prepares contract documents for tendering, answers inquiries during the tendering stage, and manages the award process. The **Qualification** Control Section is responsible for the administration of the ministry's system of pre-qualification for road and bridge construction and maintenance **contractors**. The Estimating Section prepares the official cost estimate on construction and maintenance contracts, evaluates contractor bids, and makes award recommendations. The Construction Section and the Quality Systems Section coordinate the development of policies and guidelines for construction administration, payment, quality assurance processes, and contracting methods. The Claims Section assesses engineering claims appealed to the Assistant Deputy Minister, Operations Division and develops policies related to the ministry's dispute resolution process.

MAINTENANCE OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2990
Fax (905)704-2848
8:00 - 5:00

The Maintenance Office develops quality **standards** and operating policies for the maintenance of the provincial highway system, and develops specifications, standards, policies and procedures for the purchase, repair, maintenance and operation of the ministry's/Ontario Government's vehicles and equipment. The office includes the Government Garage which provides fleet services to senior government officials. The office also provides technical leadership and training in the areas of highway maintenance, new maintenance technology contracting, facilities maintenance, roadside vegetation management, **pavement** markings, sign manufacturing, fleet maintenance and repairs, vehicle operation, maintenance data management, and coordination of transportation related issues and operations during provincial emergencies.

PROPERTY OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2191
Fax (905)704-2030
8:15 - 4:30

The Property Office is responsible for the development of provincial operational policies and procedures in the areas of property appraisal, acquisition, land management, sales, and leasing. The office ensures monitoring processes are carried out to obtain good quality and uniform standards of performance; reviews selected regional land appraisals, coordinates technical training programs and systems development in property processes; and represents the ministry's interests on property expropriated cases referred to the Ontario Municipal Board.

PROGRAM MANAGEMENT BRANCH

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 4:30

The Program Management Branch (PMB) develops investment strategies and controls expenditures for the provincial highways management core business. PMB supports the Provincial Highways Management (PHM) core business through the provision of coordinated business planning, coordinated program planning and evaluation, consolidated financial management, and efficient administrative services, including the strategic use of I &IT resources.

PROGRAM AND RESOURCES MANAGEMENT

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00

The Program and Resources Management Office is responsible for overall management and control for the Provincial Highways Management core business. In the area of program management, the office works to develop and manage current and multi-year capital programs, develop proposals and options for special and partnership programs, and provides input, support, and leadership for testing and implementation of the multi-year Capital Program. In the area of resources management, the office manages allocations and expenditure dollars for Operations and Maintenance Program, Special Projects, and **First Nations** funding. It also provides analysis for risk management of allocations, liaison between field and corporate offices to ensure process control, implementation and accountability, and provides training for the financial aspects of the contract administration processes as well as input, support and leadership for testing and implementing Capital Improvement Delivery (CID) System.

PROGRAM DEVELOPMENT AND EVALUATION OFFICE

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00

The Program Development and Evaluation Office coordinates the overall highway system conditions and establishes the capital funding requirements based on the system needs. They are also responsible for development and evaluation of the five-year capital investment plan for the Provincial Highways Management core business. In the area of asset management, the office is working to create a systematic framework to streamline investment and decision making for both highway expansion and presentation of the existing network. The Asset Management Business Framework will provide decision making with the tools, methods and guidelines to consider the transportation investments that will be the most effective, from both an economic and technical perspective.

RESOURCES PLANNING OFFICE

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2600
Fax (905)704-2626
8:30 - 5:00

The Resources Planning Office is responsible for coordinating all aspects of the integrated planning process on behalf of the Provincial Highways Management core business which includes strategic, operating, capital, human resources, I&IT and Electronic Service Delivery plans. RPO also plays an ongoing strategic advisory role to support Operations Division business directions. This office also coordinates human resources and organizational development initiatives for the division which includes succession management, recruitment, learning and development strategies and technical training for the Provincial Highways Management core business. In the communications field, the office provides technical communication and marketing services. As well, RPO provides administrative support for Operations and the Joint Ops/PP&S Executive Committees.

REGIONAL AND DISTRICT OFFICES

Regions and Districts perform delivery functions for the Operations, Administration, Policy and Planning, and Safety and Regulation programs and, in Northwestern Region only, the **Air** Program. Each of the five regions is responsible for a defined geographic part of the province. Some functions are performed at the regional level, while others are delivered at the district level. Each region except Central Region, is divided into both Provincial **Highways**, and **Driver** and Vehicles Areas. The five regional offices situated in London (Southwestern Region), Downsview (Central Region), Kingston (Eastern Region), North Bay (Northern Region) and Thunder Bay (Northwestern Region) do the route planning, design, construction and maintenance for the provincial highway system and the field administration of the driver and vehicle responsibilities.

REGIONAL DIRECTORS

The province is divided into five geographic regions, with the regional director in each area (listed separately) responsible for the planning, design, construction and maintenance of provincial highways; the administration of the **Municipal Transportation** Subsidy Programs; the examination and **licensing** of drivers; the **registration** and licensing of **motor vehicle**s; and the **enforcement** of highway carrier regulations.

CENTRAL REGION (TORONTO)

Bldg D
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5412
Fax (416)235-5266
8:30 - 5:00

ENGINEERING OFFICE

Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5553
Fax (416)235-3436
8:30 - 5:00

The Engineering Office is responsible for the coordination of all aspects of the planning and design of provincial highways. This office is comprised of staff in the fields of project management, highway design, geotechnical engineering, electrical engineering and structural (bridge) engineering. The Engineering Office manages the planning and preliminary design associated with new highways, highway expansion and projects that include the preparation of construction contracts for highway improvements. This office is responsible for the delivery of the ministry's capital construction program for Central Region.

CORRIDOR MANAGEMENT OFFICE

Bldg D
7th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5385
Toll Free 1-866-636-0663
Fax (416)235-4267
8:30 - 5:00

The Corridor Management Office administers control over the following on and adjacent to Provincial Highways: Commercial Signage, Building and Land use, Entrances, Encroachments on MTO right-of-way, Utility Management in MTO corridors, Severances, Official Plans, Zoning By-Laws, Minor Variances and Subdivisions. The office is responsible for reviewing applications from developers, municipalities, utility companies and the general public, reviewing for adherence to policies and impacts on the highway system, resolving conflicts, issuing permits and enforcement of violations of policies.

DRAINAGE AND HYDROLOGY ENGINEERING

Bldg D
5th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5625
Fax (416)325-8070
8:30 - 5:00

In the practice of drainage and hydrology, the Ministry of Transportation adopts methods and options that achieve the transportation objectives, that would enhance highway safety, optimize capital cost for drainage infrastructure, and protect the natural environment. In the development of highway drainage plans, the Drainage and Hydrology Engineering unit works in collaboration with MTO highway engineers, environmental planners, consultants, the conservation authorities, municipalities, and provincial and federal agencies to achieve those objectives.
The ministry, through the Public Transportation and Highway Improvement Act, is mandated to regulate all developments adjacent to the highway. A drainage review for those developments is required as part of the permit process to ensure that highway safety and adverse impacts to the highway are appropriately addressed.

HIGHWAY ENGINEERING - DURHAM AND NIAGARA
Bldg D
5th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5581
Fax (416)235-4002
8:30 - 5:00

HIGHWAY ENGINEERING - HAMILTON
Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5537
Fax (416)235-4008
8:30 - 5:00

HIGHWAY ENGINEERING - METRO AND YORK
Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5527
Fax (416)235-4008
8:30 - 5:00

HIGHWAY ENGINEERING - PEEL, HALTON
Bldg D
4th Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5537
Fax (416)235-4008
8:30 - 5:00

PROPERTY SECTION

Bldg D
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4953
Fax (416)235-4940
8:30 - 5:00

The primary function of the Property Section is to provide property and property rights for the construction and maintenance of provincial highway in Ontario. This involves the determination of settlement of compensation arising from the acquisition of land or interests in the land, along with the removal of buildings or other obstacles to allow for highway construction. Secondly, the property Section is responsible for the management, leasing, and disposal of property declared surplus to right-of-way requirements and property held pending highway construction. The responsibility of investigating and settling damage and business loss **claims** arising from ministry construction activities, along with damage claims arising from survey, construction, and maintenance operations, but excluding contractors' liabilities also lies within the Property Section.

SURVEYS AND PLANS SECTION

Bldg D
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4954
Fax (416)235-4940
8:30 - 5:00

Surveys and Plans Section provides both pre-contract engineering surveying and legal (cadastral) surveying services. Pre-contract engineering surveying involves data capturing of existing ground conditions to be used for highway planning/design/construction and maintenance activities. Legal surveying involves the definition of new and existing property boundaries for three main purposes, firstly, for acquiring lands for highway construction, secondly, for disposing surplus properties after construction and thirdly, for maintaining jurisdictional control of the existing infrastructure, e.g. designation, transfer, closing and assumption of the provincial highway network.

PLANNING AND ENVIRONMENTAL OFFICE

Bldg D
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5485
Fax (416)235-4940
8:30 - 5:00

The Planning and Environmental Office routes location/concept design studies, and all aspects of the environmental assessment process for new highways. The office provides environmental assessment, environmental protection, and specialty archaeological, acoustical, landscape, fisheries and waste management services to engineering, construction and operations/maintenance projects. In addition, the office is responsible for environmental standards policy for Operations Division.

REGIONAL DRIVERS AND VEHICLES

The Central Region Drivers and Vehicles Office, consisting of the Driver Examination Centres / MTO Issuing Offices and Enforcement Offices, reports to the Road User Safety Division.

EASTERN REGION (KINGSTON)

355 Counter St
Postal Bag 4000
Kingston K7L 5A3
(613)544-2220 (Main Switchboard)
Toll Free 1-800-267-0295 (General Inquiry)
Fax (613)547-1774 (Regional Operations)
Fax (613)545-4607 (Health & Safety)
Fax (613)547-1777 (Regional Director)
Fax (613)547-1772 (Construction)
Fax (613)540-5106 (Planning & Design)
Fax (613)540-5154 (Property)
Fax (613)545-4786 (Main Switchboard)
Fax (613)540-5159 (Drivers & Vehicles)
Fax (613)545-4848 (Human Resources)
Fax (613)545-4821 (Engineering, Structural, Surveys & Plans, Geotechnical)
8:15 - 5:00

DISTRICT NO 42 (KINGSTON)
355 Counter St
Postal Bag 4000
Kingston K7L 5A3
(613)544-2220 (Main Switchboard)
Fax (613)547-1774
8:30 - 5:00

DISTRICT NO 42 (OTTAWA)
530 Tremblay Rd
PO Box 9530 Terminal
Ottawa K1G 0E4
(613)745-6841 (Main Switchboard)
Fax (613)748-5297
8:30 - 5:00

DISTRICT NO 43 (BANCROFT)
50 Monck St
PO Box 300
Bancroft K0L 1C0
(613)332-3220 (Main Switchboard)
Toll Free 1-800-554-0487 (General & Road Info)
Fax (613)332-3751
8:30 - 5:00

REGIONAL DRIVERS AND VEHICLES
355 Counter St
Kingston K7L 5A3
(613)547-1761 (Enforcement Only)
Fax (613)540-5159
8:30 - 5:00

KINGSTON DISTRICT OFFICE - DRIVER EXAMINATION CENTRE
355 Counter St
Postal Bag 4000
Kingston K7L 5A3
(613)547-1761 (Enforcement Only)
Toll Free 1-800-267-0295
Fax (613)545-4632
8:30 - 5:00

BANCROFT - DRIVER EXAMINATION CENTRE
50 Monck Rd
PO Box 300
Bancroft K0L 1C0
General Inquiry (613)332-4441
(613)547-1761 (Enforcement Only)
Fax (613)332-2337

BELLEVILLE - DRIVER EXAMINATION CENTRE
Unit 12, 345 College St E
RR 6
Belleville K8N 4Z6
General Inquiry (613)962-8661
(613)547-1761 (Enforcement Only)
Fax (613)962-6566
8:30 - 5:00

BROCKVILLE - DRIVER EXAMINATION CENTRE
2211 Parkedale Ave
Brockville K6V 6B2
General Inquiry (613)342-9772
(613)547-1761 (Enforcement Only)
Fax (613)342-0573
8:30 - 5:00

LINDSAY - DRIVER EXAMINATION CENTRE
Rm 131, 322 Kent St W
Lindsay K9V 4T7
General Inquiry (705)324-6431
(613)547-1761 (Enforcement Only)
Fax (705)324-6131

PETERBOROUGH - DRIVER EXAMINATION CENTRE
749 Erskine Ave
Peterborough K9J 7Y6
General Inquiry (705)745-9066
(613)547-1761 (Enforcement Only)
Fax (705)745-2615
8:30 - 5:00

OTTAWA DISTRICT OFFICE - DRIVER EXAMINATION CENTRE
1570 Walkley Rd
Ottawa K1V 6P5
(613)731-2803 (Oversize/Overweight Permits)
(613)731-3731 (Driver Examination)
(613)731-5938 (Enforcement Only)
(613)731-3962 (Driver Examination)
(613)731-2803 (Prorate/IRP)
Fax (613)731-1444
8:30 - 5:00

CORNWALL - DRIVER EXAMINATION CENTRE
120 Tollgate Rd W
Cornwall K6J 5M3
General Inquiry (613)933-8921
(613)731-5938 (Enforcement Only)
(613)933-8922 (Prorate/IRP)
Fax (613)933-3197
8:30 - 5:00

HAWKESBURY - DRIVER EXAMINATION CENTRE
692 Main St
Hawkesbury K6A 1B3
General Inquiry (613)632-4638
(613)731-5938 (Enforcement Only)
Fax (613)632-5387

PEMBROKE - DRIVER EXAMINATION CENTRE
513 Eganville Rd
Pembroke K8A 4E6
General Inquiry (613)732-7041
(613)731-5938 (Enforcement Only)
Fax (613)732-4014
8:30 - 5:00

RENFREW - DRIVER EXAMINATION CENTRE
740 Stewart St N
Renfrew K7V 4G8
General Inquiry (613)432-4556
(613)731-5938 (Enforcement Only)
Fax (613)432-7455

SMITHS FALLS - DRIVER EXAMINATION CENTRE
283 Brockville St
Smiths Falls K7A 4Z6
General Inquiry (613)283-2815
(613)731-5938 (Enforcement Only)
Fax (613)283-2448

WINCHESTER - DRIVER EXAMINATION CENTRE
Unit 1, 12028 Dawley Dr
Winchester K0C 2K0
General Inquiry (613)774-2206
(613)731-5938 (Enforcement Only)
Fax (613)774-1965

NORTHERN REGION (NORTH BAY)

Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
(705)472-7900 (Main Switchboard)
Toll Free 1-800-461-9523 (Road Information, Within Area Code 705)
Toll Free 1-800-461-9547 (Within Area Code 705)
Fax (705)497-5422 (Main Switchboard)
Fax (705)497-5409 (Regional Director)
8:30 - 5:00

OPERATIONS OFFICE
Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-6915
Fax (705)497-6877
Fax (705)497-5524 (Fleet)
8:30 - 5:00

DISTRICT NO 52 (HUNTSVILLE)
207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-2391
Toll Free 1-800-255-7814
Fax (705)789-3606
8:30 - 5:00

DISTRICT NO 53 (NEW LISKEARD)
500 Rockley Rd
PO Box 1390
New Liskeard P0J 1P0
General Inquiry (705)647-6761
(705)647-5406 (Drivers & Vehicles)
Toll Free 1-800-720-1120
Fax (705)647-4571
8:30 - 5:00

COCHRANE AREA OFFICE - DISTRICT 53
50 Third Ave
PO Box 5000
Cochrane P0L 1C0
General Inquiry (705)272-4333
Toll Free 1-800-806-6649 (Radio Room)
Toll Free 1-800-280-1465 (Cochrane Office)
Toll Free 1-800-720-1120 (New Liskeard Office)
Fax (705)272-6448
8:30 - 5:00

DISTRICT NO 54 (SUDBURY)
5th Flr Suite 503, 159 Cedar St
Sudbury P3E 6A5
General Inquiry (705)564-7722
Toll Free 1-800-222-1047 (Main Switchboard)
Toll Free 1-800-461-9523 (Regional Road Report)
Fax (705)564-3144 (Construction)
Fax (705)564-3144 (Main Switchboard)
Fax (705)564-2949 (District Engineer)
8:30 - 5:00

NORTH BAY AREA OFFICE-DISTRICT NO 54
Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-5537
Fax (705)497-6800 (Area Office)
8:30 - 5:00

REGIONAL DRIVERS AND VEHICLES
Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)472-7900x6277
Toll Free 1-888-570-6110 (Road Test Bookings)
Toll Free 1-800-461-9548 (Demerit Points Interviews)
Fax (705)497-5439
8:30 - 5:00

DRIVER EXAMINATION CENTRES AND ENFORCEMENT OFFICES

ESPANOLA
Ontario Government Complex
148 Fleming St
Espanola P5E 1R8
General Inquiry (705)869-4884
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (705)869-5602
8:30 - 5:00

HUNTSVILLE
207 Main St W
Huntsville P1H 1Z9
General Inquiry (705)789-3459
(705)789-4170 (Enforcement)
Toll Free 1-888-570-6110 (Road Test Booking)
Fax (705)789-9533
8:30 - 5:00

KAPUSKASING
West Rd Hwy 11
RR 2
Kapuskasing P5N 2X8
General Inquiry (705)335-4290
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (705)335-8765
8:30 - 5:00

KIRKLAND LAKE
10 Government Rd E
Kirkland Lake P2N 1A2
General Inquiry (705)568-4510
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (705)568-4515
8:30 - 5:00

NEW LISKEARD
500 Rockley Rd
New Liskeard P0J 1P0
General Inquiry (705)647-5406
(705)647-7237 (Enforcement)
Toll Free 1-888-570-6110 (Road Test Bookings)
Toll Free 1-888-720-1120x190
Fax (705)647-4571
8:30 - 5:00

NORTH BAY
Ontario Government Bldg
Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)497-6832
(705)497-5411 (Enforcement Office)
(705)497-5412 (Drivers & Vehicles)
Toll Free 1-888-570-6110 (Road Test Bookings)
Toll Free 1-800-461-9548 (D&V)
Fax (705)497-5533 (D&V)
Fax (705)497-5415 (Enforcement)
8:30 - 5:00

SUDBURY
Montrose Mall
782 Lasalle Blvd
Sudbury P3A 4V4
General Inquiry (705)566-0315
(705)566-0315x233 (Enforcement Office)
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (705)564-3026
8:30 - 5:00

TIMMINS
Ontario Government Complex E Wing
Hwy 101 E
Postal Bag 4000
South Porcupine P0N 1H0
General Inquiry (705)235-1460 (Timiskaming & Cochrane)
(705)235-1469 (Enforcement Office)
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (705)235-1475
8:30 - 5:00

NORTHWESTERN REGION (THUNDER BAY)

615 South James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2000
(807)473-2100 (Road Info)
Toll Free 1-800-465-5034 (General Info)
Toll Free 1-800-465-5032 (Road Info)
Fax (807)473-2157
Fax (807)473-2165 (Director)
8:00 - 5:00

Northwestern Region's boundaries are from the Manitoba border, easterly to Elliot Lake. The regional office is responsible for the planning, design, construction and maintenance of provincial highways; the examination and licensing of drivers; the registration and licensing of motor vehicles; the enforcement of highway carrier regulations; and the Remote Northern Transportation Program.

DISTRICT NO 61 (THUNDER BAY)
1st Flr, 615 South James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2044
Fax (807)473-8423
8:15 - 4:30

KENORA AREA OFFICE
808 Robertson St
PO Box 5070
Kenora P9N 3X9
General Inquiry (807)468-2740
Fax (807)468-2784
8:15 - 4:30

DISTRICT NO 62 (SAULT STE MARIE)
Roberta Bondar Pl
4th Flr Suite 420, 70 Foster Dr
Sault Ste Marie P6A 6V4
General Inquiry (705)945-6611
(705)945-5924 (Road Information)
Toll Free 1-800-340-2454 (Road Information)
Toll Free 1-877-366-0669 (General Information)
Fax (705)945-6830 (General)
Fax (705)942-5225 (DE)
8:15 - 4:30

REGIONAL DRIVERS AND VEHICLES
2nd Flr, 615 South James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2072
(807)473-2021 (Enforcement/Highway Carrier)
Toll Free 1-800-465-5035
Fax (807)473-2147
Fax (807)473-2133 (Thunder Bay District)
8:00 - 5:00

DRIVER EXAMINATION CENTRES AND ENFORCEMENT OFFICES

KENORA
808 Robertson St
PO Box 2250
Kenora P9N 3X8
General Inquiry (807)468-2774
Fax (807)468-2784
8:15 - 4:30

SAULT STE MARIE
740 Great Northern Rd
Sault Ste Marie P7A 5K7
General Inquiry (705)945-9393
Fax (705)945-6851
8:30 - 5:00

THUNDER BAY
1st Flr, 615 South James St
Thunder Bay P7E 6P6
General Inquiry (807)473-2122
Fax (807)473-2133
8:30 - 5:00

SOUTHWESTERN REGION (LONDON)

Exeter Road Complex
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4100
Fax (519)873-4236
8:30 - 5:00

BUSINESS SERVICES OFFICE

Exeter Road Complex
Main Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4160
Fax (519)873-4193
8:30 - 5:00

The Business Services Office includes Human Resources, Financial Control and Information Technology for Southwestern Region.

CONSTRUCTION OFFICE

Exeter Road Complex
4th Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4372
Fax (519)873-4388
8:30 - 5:00

This is one of five regional offices that administers and supervises contracts of new highway facilities and for rehabilitation and upgrading of the existing highways.

ENGINEERING OFFICE

Exeter Road Complex
4th Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4367
Fax (519)873-4388
8:30 - 5:00

The Engineering Office is one of five regional offices responsible for managing pre-construction engineering activities, environmental assessment, property acquisition and disposal required for the Ministry of Transportation's highway improvement programs.

MAINTENANCE OPERATIONS

Exeter Rd Complex
Main Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4200
(519)873-4223 (Radio Room)
Toll Free 1-800-268-1376 (Road Reports)
Fax (519)873-4228
8:30 - 5:00

This is one of five regional offices responsible for managing all maintenance operations with respect to the highways within Southwest Ontario. Southwest Region has three locations, London, Owen Sound and Chatham.

OCCUPATIONAL HEALTH AND SAFETY

Exeter Rd Complex
Main Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4308
Fax (519)873-4307
8:30 - 5:00

The Southwest Region Occupational Health and Safety Office delivers health and safety policies and programs, provides advice to workers, management and the Joint Health and Safety System. They monitor the programs to ensure effectiveness, to help the ministry fulfil its legislative responsibilities. The Occupational Health and Safety Office assists supervisors and managers to ensure workers receive the health and safety training they need to work safely. The Occupational Health and Safety Office is available to respond to inquiries from workers, local management and the Joint Health and Safety System related to occupational hygiene, ergonomics, Workplace Safety and Insurance Board, general safety, as well as the Occupational Health and Safety Act and applicable regulations.

REGIONAL DRIVERS AND VEHICLES

Exeter Road Complex
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4300
Toll Free 1-800-773-1775
Toll Free 1-888-570-6110 (Road Test Bookings)
Fax (519)873-4332 (Regional)
Fax (519)873-4306 (District)
8:30 - 5:00

KITCHENER DISTRICT

DRIVER EXAMINATION
Suite 11, 1405 Ottawa St N
Kitchener N2A 3Z1
General Inquiry (519)893-7110
Toll Free 1-888-570-6110 (Automated Booking Line)
Toll Free 1-800-265-6363
Fax (519)893-5259
8:30 - 5:00

MOTOR CARRIER ENFORCEMENT
Suite 11, 1405 Ottawa St S
Kitchener N2A 3Z1
General Inquiry (519)893-2314
Toll Free 1-800-265-6363
Fax (519)893-5467
8:30 - 5:00

LONDON DISTRICT

DRIVER EXAMINATION
Exeter Road Complex
659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4300
Toll Free 1-888-570-6110 (Road Test Bookings)
Toll Free 1-800-773-1775
Fax (519)873-4306 (District)
Fax (519)873-4332 (Regional)
8:30 - 5:00

MOTOR CARRIER ENFORCEMENT
Exeter Road Complex
1st Flr, 659 Exeter Rd
London N6E 1L3
General Inquiry (519)873-4285
Toll Free 1-800-265-6072
Fax (519)873-4306
8:30 - 5:00

WINDSOR DISTRICT

DRIVER EXAMINATION
Southgate Plaza
2470 Dougall Ave
Windsor N8X 1T2
General Inquiry (519)972-7349
Toll Free 1-800-265-1342
Toll Free 1-800-265-1341
Fax (519)973-1492
8:30 - 5:00

MOTOR CARRIER ENFORCEMENT
Southgate Plaza
2470 Dougall Ave
Windsor N8X 1T2
General Inquiry (519)972-7349
Toll Free 1-800-265-1341
Fax (519)966-7567
8:30 - 5:00

POLICY, PLANNING AND STANDARDS DIVISION

Ferguson Block
3rd Flr, 77 Wellesley St W
Toronto M7A 1Z8
General Inquiry (416)327-8521
Fax (416)327-8746
8:00 - 5:00

The Policy, Planning and Standards Division has responsibility for the long-term planning and use of the provincial transportation network. The division provides the ministry's policy link to other modes including rail, air, marine and municipal transportation. This division contributes to Ontario's economy by helping plan a transportation network that supports trade and commerce, and by promoting competitive transportation industry through a supportive policy and regulatory environment. This division develops engineering standards, policies and guidelines for the design, construction, operation and rehabilitation of the provincial transportation system.

DIVISION SERVICES OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4209
Fax (416)235-4255
8:30 - 5:00

The Division Services Office is the division's window to administrative, human resource and finance. This office contributes to the division's achievement of its business objectives by providing comprehensive and coordinated services and support to the management team.

ENGINEERING STANDARDS BRANCH

Garden City Tower
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2089
Fax (905)704-2055
8:30 - 5:00

The **Engineering** Standards Branch is responsible in the areas of highway engineering research, design, structural design, surveying, hydrology, and engineering materials, for availability of policies, procedures and systems, conformity of program delivery processes, assessment of operational efficiency and identification of needs for change and improvement and availability of professional expertise. The Engineering Standards Branch researches, develops policies, designs procedures and systems, and offers advice for the infrastructure of the King's Highway System. The branch is the custodian for several highway infrastructure condition **databases**. The branch

also monitors the implementation and effectiveness of the processes and technologies used, and identifies needed improvements in consultation with the ministry's regional offices and with industry.

BRIDGE OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2406
Fax (905)704-2060
8:30 - 5:00

MTO has an inventory of approximately 3,000 **bridges** on the provincial highway system, as well as many culverts, retaining walls, sign supports and other highway related structures. The Bridge Office contributes to the management of this infrastructure with the development, maintenance and implementation of policies, procedures, guidelines, **standards** manuals and specifications. These ensure the safe and efficient design and **construction** of new and rehabilitated highway structures. The Bridge Office also **designs** complex structures and provides evaluation, monitoring and audit functions related to the performance of various design, construction and rehabilitation contracts and methodologies. A variety of manuals, reports, standard drawings and computer programs are available. These include the Structural Manual, Structure Rehabilitation Manual, Ontario Structure **Inspection** Manual the Ontario Modular Bridge Analysis System (OMBAS) and the Ontario Bridge Management System (OBHS).

GEOMATICS OFFICE

Garden City Tower
2nd Flr S, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2919
Fax (905)704-2051
8:30 - 5:00

The Geomatics Office provides the ministry with policies, standards, guidelines and procedures for cadastral, engineering and photogrammetric surveying, remote sensing, cartographic and geographic information system (GIS) applications related to provincial roads. Responsibilities include developing, monitoring and providing technical expertise in geomatics; producing photogrammetric plans, cartographic and GIS products; processing legal documents and providing control survey data and services.

HIGHWAY DESIGN OFFICE

Garden City Tower
2nd Flr N, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2293
Fax (905)704-2051
8:30 - 5:00

The Highway Design Office provides the ministry with policies, **standards**, guidelines and procedures for civil engineering, highway design and **drainage** design related to provincial roads. It deals with the development of standards for highway geometrics, **construction**, design, drainage, hydrology, **safety** and new products. The office develops and maintains the Ontario Provincial Standards, which reflect construction and material requirements for **highways**, watermains and sewers. Responsibilities include developing, monitoring and providing technical expertise on highway design processes, highway design policy and standards, design documentation and design quality assurance. The office produces a number of highway design **publications** and manuals.

MATERIALS ENGINEERING AND RESEARCH OFFICE

Bldg C
2nd Flr Rm 233, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3733
(416)235-3533 (Pavements & Foundations)
(416)235-3705 (Concrete)
(416)235-3715 (Bituminous)
(416)235-3735 (Soils and Aggregates)
Fax (416)235-3487
8:15 - 5:00

Through the Bituminous, Concrete, **Pavement**s and Foundations, and Soils and **Aggregate**s Sections, the Materials Engineering and Research Office provides quality **standards**, policies and guidelines for materials and analysis services in the **construction**, maintenance and operation of **highways**. Research projects are also carried out in these subject areas. **Laboratory testing**, technical evaluation and approval services are available for materials to be used in the design, construction, maintenance and operation of the transportation system, including highways and **bridges**. The Materials Engineering and Research Office publishes reports that are distributed within the ministry and made available to others on request.

TRAFFIC OFFICE

Garden City Tower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2960
Fax (905)704-2888
8:30 - 5:00

The **Traffic** Office develops and implements policies, **standards** and procedures for traffic control devices (traffic **signs** and signals), illumination and **speed limits** on provincial **highways**, and electrical engineering applications. The office also maintains traffic **accident** information files for the provincial highway system; develops traffic control techniques and devices; and operational activities of the above functions are carried out by the regional offices (see the ministry's Operations Division entry).

STRATEGIC POLICY BRANCH

2nd Flr Rm 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1894
Fax (416)212-1897
8:00 - 5:00

The Strategic Policy Branch is responsible for leading the ministry's strategic direction and integrated planning activities; managing the ministry's policy/legislative agenda and intergovernmental relations including federal provincial issues and international activities to promote Ontario's and the ministry's transportation expertise; coordinating the ministry's participation in key stakeholder conferences; and leading the development of knowledge management applications within the ministry.

POLICY COORDINATION OFFICE

2nd Flr Rm 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1914
Fax (416)212-1936
8:00 - 5:00

The Policy Coordination Office manages the ministry's policy and legislative agenda; coordinates the production of briefing notes for the Minister and Deputy Minister; coordinates policy responses to other ministries/jurisdictions; provides secretariat support to the Minister and Deputy Minister; coordinates the ministry's intergovernmental/federal/provincial issues and international relations/ delegations to promote Ontario's and ministry's transportation expertise; coordinates the management of ministry Agencies, Boards and Commissions and major stakeholder conferences.

STRATEGIC INTELLIGENCE OFFICE

2nd Flr, Rm 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1904
Fax (416)212-1936
8:00 - 5:00

The Strategic Intelligence Office supports ministry strategic direction setting, and policy and planning initiatives by: developing and implementing Knowledge Management (KM) strategies; strategic scanning of socio-economic factors; monitoring, evaluating and reporting on the performance of the ministry and the provincial transportation system.

STRATEGIC POLICY AND PLANNING OFFICE

2nd Flr Rm 200, 439 University Ave
Toronto M5G 1Y8
General Inquiry (416)212-1925
Fax (416)212-2351
8:00 - 5:00

The Strategic Policy and Planning Office provides leadership in setting the ministry's strategic direction, developing the ministry's integrated business plans and supporting program areas by positioning and preparing of cabinet submissions and corporate policy initiatives within the government's policy priorities.

STRATEGIC PROJECTS BRANCH

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4205
Fax (416)235-4000
8:30 - 5:00

The focus of the Strategic Projects Branch is to develop transportation policies and direction for new and emerging transportation trends and government businesses. This branch is the lead with regards to Public Private Partnerships.

TRANSPORTATION PLANNING BRANCH

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3975
Fax (416)235-5224
8:30 - 5:00

The Transportation Planning Branch undertakes long range transportation planning at the provincial and regional levels, including linkages to capital planning, environmental issues, intelligent transportation systems, and data management and analysis.

DATA MANAGEMENT AND ANALYSIS OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4079
Fax (416)235-4936
8:30 - 5:00

The Data Management and Analysis Office is responsible for coordinating the collection and analysis of transportation data for planning and policy activities, such as the Transportation Tomorrow Survey and the Commercial Vehicle Survey, and providing modeling and demand forecasting services for transportation systems.

INTELLIGENT TRANSPORTATION SYSTEMS OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5037
Fax (416)235-5224
8:30 - 5:00

The Intelligent Transportation Systems Office is responsible for developing and coordinating the implementation of a strategic plan for intelligent transportation; developing deployment strategies for ITS with the Operations and Safety and Regulation Divisions; working with other jurisdictions and stakeholders on joint deployment and ITS protocols and standards; and developing demand management strategies for large urban areas.

PROVINCIAL AND ENVIRONMENTAL PLANNING OFFICE

Garden City Tower
4th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2104
Fax (905)704-2007
8:30 - 5:00

The Provincial and Environmental Planning Office is responsible for undertaking area network planning for large geographic areas, long range planning for the overall provincial highway system, working with other jurisdictions to support international gateways/linkages, managing corridor/policy issues for the provincial highway system, air quality/climate change, working with other ministries/governments on environmental legislation, and ensuring ministry compliance with the Environmental Bill of Rights.

ENVIRONMENTAL POLICY AND STANDARDS

Garden CityTower
2nd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2104
Fax (905)704-2044
8:30 - 5:30

The Environmental Policy and **Standards** section is responsible for working with both federal and provincial regulatory agencies to influence the development of new government environmental directions and requirements as it affects Ministry of Transportation business; develop environmental policy and standards to guide highway operations when complying with environmental legislation and government policy; and negotiate policy agreements with regulatory agencies to ensure their buy-in.

URBAN PLANNING OFFICE

Bldg B
3rd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5037
Fax (416)235-5224
8:30 - 5:00

The Urban Planning Office is responsible for undertaking long range planning with municipalities, for urban regions, providing support to the Ontario Planning Review, and developing plans and strategies for strategic projects and issues in urban settings.

TRANSPORTATION POLICY BRANCH

Bldg C
3rd Flr Rm 324, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3502
Fax (416)235-3573
8:30 - 5:00

The Transportation Policy Branch is responsible for managing policy, building relationships and influencing stakeholders, municipalities and federal departments. The branch provides technical knowledge and advice on all modes of the transportation system to support policy development and broader strategic initiatives.

FREIGHT OFFICE

Bldg C
3rd Flr Rm 330, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3604
Fax (416)235-4850
8:30 - 5:00

The Freight Office is responsible for understanding the overall freight transportation system and its components, the relationship between user requirements and service providers, the development of operational policies for components of the system, and interacting with stakeholders and their associations.

INTER-REGIONAL TRANSIT OFFICE

Bldg C
3rd Flr Rm 324, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5538
Fax (416)235-3573
8:30 - 5:00

The Inter-Regional **Transit** Office is responsible for understanding the overall transit environment in the province, developing policies for all components of transit **transportation**, interacting with stakeholders and their associations, government transit programs, promoting initiatives to improve inter-regional transit in the Golden Horseshoe, and managing the relationship between the ministry, transit authorities, federal and municipal government sectors.

MUNICIPAL OFFICE

Bldg C
3rd Flr Rm 330, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5538
Fax (416)235-3573
8:30 - 5:00

The **Municipal** Office is responsible for understanding the overall municipal transportation system and its components, the development of operational policies for components of the system, interacting with stakeholders and their associations, monitoring the impact of Local Services Realignment and managing the relationship between the ministry and the municipal sector.

PASSENGER OFFICE

Bldg C
3rd Flr Rm 330, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4058
Fax (416)235-4932
8:30 - 5:00

The Passenger Office is responsible for understanding the overall intercity passenger transportation system and its components, the relationship between user requirements and service providers, the development of operational policies for components of the system, and interacting with stakeholders and their associations. The Office is also responsible for managing the relationship with GO Transit.

ROAD USER SAFETY DIVISION

Bldg A
Main Flr Rm 187, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-2999
Fax (416)235-4153
8:00 - 5:00

The Road User Safety Division sets safety **standards**, develops policies, legislation and regulation, and educates road users about road user safety. Responsibilities also include evaluating the effectiveness of safety measures; inspecting, monitoring and enforcing compliance with standards; testing and licensing drivers; and registering vehicles. Through **public education**, legislation and enforcement, the government strives to ensure all motorists take responsibility for their behaviour on Ontario's roads. The Assistant Deputy Minister, Road User Safety, is responsible for the

coordination of all Road User Safety activities for the province, and acts as the Registrar of Motor Vehicles for Ontario.

CARRIER SAFETY AND ENFORCEMENT BRANCH

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2530
8:00 - 4:30

The Carrier **Safety** and Enforcement Branch promotes and improves the safe operation of commercial **vehicles** in Ontario. It regulates road users and vehicles, monitors and improves compliance levels and manages enforcement. It develops educational, legislative, regulatory, policy and program initiatives to influence the performance of the truck and **bus** industry using Ontario's **highways**.

CARRIER ENFORCEMENT PROGRAM OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2467
8:30 - 4:30

The Carrier Enforcement Program Office provides program evaluation (effectiveness, efficiency). Performance reviews, technical analysis and support for field staff, enforcement facilities management, public education, marketing communications, operational policy and procedures. The office also provides expert consulting service in matters to vehicle design, performance, standards and regulation.

CARRIER SAFETY ENHANCEMENTS PROJECT

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2467
8:30 - 4:30

The Carrier **Safety** Enhancements Project is involved in a number of initiatives: Internet Access to Safety Ratings; CVOR Renewal and National Data Exchange.

CARRIER SAFETY POLICY OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2750
8:30 - 4:30

Carrier Safety Policy Office is responsible for the development of legislation/regulations, project management, coordination of Cabinet Submissions, Minister's letters and briefing notes. The office is the focal point for national/international issues.

CARRIER SANCTIONS AND INVESTIGATION OFFICE

Garden City Tower
3rd Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2500
Toll Free 1-800-387-7736
Fax (905)704-2545 (Oversize/Overweight Permits)
Fax (905)704-2003 (MVIS)
Fax (905)704-2039 (Control & Sanctions)
Fax (905)704-2525
8:30 - 5:00

The Carrier Sanctions and **Investigation** Office provides special investigations, carrier control and **enforcement** support services for the Carrier subprogram. Investigations involve contraventions under the Highway Traffic Act, the Motor Vehicle Transport Act, the Truck Transportation Act and the Public Vehicle Act. It monitors operations of carriers and initiates control and sanction proceedings against offenders. This office is also responsible for various licensing functions - truck/bus operating **licence**s, MVIS licences and issuing Oversize/Overweight **permit**s.

OPERATIONS OFFICE

Bldg A
Rm 202, 1201 Wilson Ave
Toronto M3M 1J8
General Inquiry (416)235-2833
Fax (416)235-5672
8:00 - 5:00

Road User Safety Operations is responsible for providing executive leadership in the delivery of province-wide Drivers and Vehicles Operations, Licensing and Control-Planning and Operations, and Alternative Service Delivery for Driver Examination.

CENTRAL REGION DRIVERS AND VEHICLES

Bldg D
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-5406
(416)325-8580 (Road Test Booking - GTA)
Toll Free 1-888-570-6110 (Road Test Booking)
Fax (416)235-4670
8:30 - 5:00

The Central Region **Driver**s and Vehicles Office delivers, within Central Region, the ministry's programs in the areas of driver examination and licensing, driver improvement, vehicle registration and vehicle **inspection**; and enforces the statutes and regulations related to the operation of vehicles on the highways of Ontario.

DRIVER EXAMINATION CENTRE/MTO ISSUING OFFICE

CENTRAL EAST DRIVER EXAMINATION COORDINATOR

Bldg C
1st Flr, Rm 128A, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3523
Fax (416)235-5207
8:30 - 5:00

AURORA DRIVER EXAMINATION CENTRE
50 Bloomington Side Rd W
Aurora L4G 3G8
General Inquiry (905)713-7309
Fax (905)713-7314
8:30 - 5:00

METRO EAST DRIVER EXAMINATION CENTRE
Victoria Terrace Plaza
1448 Lawrence Ave E
Toronto M4A 2V6
General Inquiry (416)325-8572
Fax (416)325-8590
8:30 - 5:00

MORNINGSIDE DRIVER EXAMINATION CENTRE
65 Grand Marshall Dr
Toronto M1B 5N6
General Inquiry (416)314-6620 (Monday - Saturday)
Fax (416)314-6810
8:30 - 5:00

OSHAWA DRIVER EXAMINATION CENTRE
Midtown Mall
200 John St W
Oshawa L1J 2B4
General Inquiry (905)728-7789
(905)728-7616 (Recording)
Fax (905)728-0522
8:30 - 5:00

CENTRAL TORONTO DRIVER EXAMINATION COORDINATOR

Bldg C
1st Flr Rm 128A, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3523
Fax (416)235-5207
8:30 - 5:00

DOWNSVIEW DRIVER EXAMINATION CENTRE
Bldg E
1st Flr, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4949
Fax (416)235-5626
8:30 - 5:00

ETOBICOKE DRIVER EXAMINATION CENTRE
Unit 120-125, 5555 Eglinton Ave W
Etobicoke M9C 5M1
General Inquiry (416)326-7378 (Monday - Saturday)
Fax (416)326-8637
8:30 - 5:00

JOHN RHODES DRIVER EXAMINATION CENTRE
John Rhodes Ctr
7900 Airport Rd
Brampton L6T 4N8
General Inquiry (905)793-4341
Fax (905)874-4035
8:30 - 5:00

CENTRAL WEST DRIVER EXAMINATION COORDINATOR

Suite 400, 4145 North Service Rd
Burlington L7L 6A3
General Inquiry (905)315-7556
Fax (905)315-7511
8:30 - 5:00

BURLINGTON DRIVER EXAMINATION CENTRE
Zellers Plaza
152 Plains Rd W
Burlington L7T 1E9
General Inquiry (905)632-0446
General Inquiry (905)632-5453
Fax (905)681-2377
8:30 - 5:00

HAMILTON EAST DRIVER EXAMINATION CENTRE
370 Kenora Ave N
Stoney Creek L8E 2W2
General Inquiry (905)561-7822
Toll Free 1-888-810-8899
Fax (905)561-6806
8:30 - 5:00

OAKVILLE DRIVER EXAMINATION CENTRE
2035 Cornwall Rd
Oakville L6J 2W1
General Inquiry (905)845-5761
Fax (905)842-9532
8:30 - 5:00

ST CATHARINES DRIVER EXAMINATION CENTRE
Unit 1, 285 Bunting Rd
St Catharines L2M 7T9
General Inquiry (905)646-2957
Toll Free 1-800-524-9908
Fax (905)646-5804
8:30 - 5:00

DOWNSVIEW DRIVER EXAMINATION CENTRE
Bldg A
2680 Keele St
Downsview M3M 3E6
General Inquiry (416)235-2999
Toll Free 1-800-268-7590
Fax (416)235-5000
8:30 - 5:00

HAMILTON DRIVER EXAMINATION CENTRE
370 Kenora Ave N
Stoney Creek L8E 2W2
(905)561-5926 (Auto Attendant)
Fax (905)561-6806
8:30 - 5:00

QUEEN'S PARK ISSUING OFFICE
Macdonald Block
1st Flr, 900 Bay St
Toronto M7A 2A2
General Inquiry (416)325-8650
Fax (416)325-2673
8:30 - 5:00

ENFORCEMENT OFFICES
Atrium Tower
2nd Flr, 1201 Wilson Ave
Downsview M3M 1J8

DURHAM ENFORCEMENT OFFICE
67 Thornton Rd S
Oshawa L1J 5Y1
General Inquiry (905)728-9187
Fax (905)728-1889
8:30 - 5:00

HALTON ENFORCEMENT OFFICE
Suite 400, 4145 North Service Rd
Burlington L7L 6A3
General Inquiry (905)315-7556
Fax (905)315-7511
8:00 - 5:00

HAMILTON/NIAGARA ENFORCEMENT OFFICE
903 Barton St E
Stoney Creek L8E 5P5
General Inquiry (905)643-7947x201
General Inquiry (905)892-8631 (Niagara Sub Office)
Fax (905)643-7529
8:30 - 5:00

PEEL ENFORCEMENT OFFICE
John Rhodes Driver Examination Ctr
7900 Airport Rd
Brampton L6T 4N8
General Inquiry (905)793-4345
Fax (905)793-9553
8:30 - 5:00

TORONTO ENFORCEMENT OFFICE
2064 Kennedy Rd
Scarborough M1T 3V1
General Inquiry (416)325-2519
Fax (416)325-8591
8:30 - 5:00

YORK ENFORCEMENT OFFICE
1st Flr, 50 Bloomington Rd W
Aurora L4G 3G8
General Inquiry (905)713-7324
Fax (905)713-7328
8:30 - 5:00

FIELD OPERATIONS BRANCH

Suite 301, 447 McKeown Ave
North Bay P1B 9S9
General Inquiry (705)472-7900
Fax (705)497-5439
8:30 - 5:00

The Field Operations Branch delivers, within Southwestern, Eastern, Northern and Northwestern Regions, the ministry's programs in the areas of **driver** examination and licensing, driver improvement, vehicle registration and vehicle **inspection**; and enforces the statutes and regulations related to the operation of vehicles on the highways of Ontario.

LICENSING AND CONTROL BRANCH - OPERATIONS

Bldg A
Main Flr, Rm 199, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-2999
Fax (416)235-5211

The **Licensing** and Control Branch administers a program of products and services on **driver** and vehicle licensing and introduces new technologies to accommodate the changing needs of its customers. The branch regulates driver qualifications and performance and maintains licensing and **conviction records** for drivers and **vehicles**. It also provides driver and vehicle information to the public, the courts and law enforcement agencies. For inquiries concerning vehicle licensing, driver control (suspensions, demerit points), driver licensing (renewals, change of address) and the Canadian Agreement on Vehicle **Registration**, contact the nearest regional or district Drivers and Vehicles Office.

OPERATIONAL POLICY OFFICE

Bldg A
Rm B-051, Lower Level, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4612
Fax (416)235-4646

The Operational Policy Office develops and implements new policies and procedures, monitors existing programs, identifies, analyzes and resolves post implementation problems and communicates and distributes updates and new information to the Driver and Vehicle Delivery Network. It also coordinates the Ministry Driver Handbook Committee and ensures public education material reflects rules of the road and other relevant Road Safety information. It also approves instructor courses and provides technical training to program staff. In addition, this office is responsible for administrating the Driver Certification Program and the Driver Licensing and Vehicle Registration Programs and coordinating the administration development of the independent driver and vehicle licence issuing offices.

LICENSING AND CONTROL BRANCH - PLANNING

Bldg C
Rm 148, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3881
Fax (416)235-4433
8:00 - 5:00

The Licensing and Control Branch-Planning administers and supports the delivery of products and services on driver licensing and vehicle registration. The branch monitors the delivery of services across the province to ensure that customers receive complete and accurate products, that correct fees are collected and deposited to the credit of the province, and that all driver, vehicle, carrier and other road user records are properly maintained.

PROJECT AND CHANGE MANAGEMENT BRANCH

Bldg C
Rm 143 & 145, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4249
Fax (416)235-4111

The Project and Change Management Branch is responsible for service migration.

ROAD SAFETY BUSINESS SERVICES GROUP

Bldg A
Rm 154, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3824
(416)235-4871 (Receptionist)
Fax (416)235-4474 (Executive)
Fax (416)235-5362
Fax (416)235-3729 (Contract Performance Management)
Fax (416)235-4340 (Alternative Service Delivery Project)
8:30 - 5:00

The Road Safety Business Services Group facilitates and coordinates top quality business, financial and human resources planning, coordination and integration services for the branches and Driver and Vehicles programs within the division. The group also promotes, develops and supports continuous improvement initiatives within the division, and spearheads development and implementation of performance management. This branch also has responsibility for the Alternative Service Delivery for Driver Examination.

ROAD USER SAFETY BRANCH

Bldg A
Main Flr Rm 199, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
Fax (416)235-5139
8:00 - 4:30

The Road User Safety Branch promotes road user safety through policy development, research and marketing, as well as special projects.

ROAD SAFETY MARKETING OFFICE

Bldg A
Main Flr Rm 212, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
(416)235-3473 (Road Safety Information & Programs, Info Sheets, Posters, Handbooks, Brochures)
Fax (807)473-2147 (Thunder Bay)
Fax (705)497-5439 (North Bay)
Fax (416)235-5129 (Downsview)
Fax (613)545-4781 (Kingston)
Fax (416)235-5068 (To Order Road Safety Brochures)
Fax (519)873-4332 (London)
8:00 - 4:30

The **Road Safety** Marketing Office develops provincial programs that promote road user safety; works with community networks to deliver road user safety programs; and monitors road user safety activity through liaisons with stakeholders and other jurisdictions.

ROAD SAFETY PROGRAM OFFICE

Bldg A
Main Flr Rm 212, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3585
Fax (416)235-3633
8:00 - 4:30

The Road Safety Program Office promotes safety on Ontario's highways by researching, planning, developing and evaluating road user safety initiatives directed at drivers, vehicles and other road users. The legislation and regulations primarily involve the Highway Traffic Act, Motorized **Snow Vehicle**s Act and the Off-Road Vehicles Act.

SAFE DRIVING SECRETARIAT

Bldg A
Main Flr, Rm 212, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-3692
Fax (416)235-5004
8:00 - 4:30

The Safe Driving Secretariat was formed to advise the Minister on measures to combat aggressive driving and promote safe driving practices.

SERVICE DEVELOPMENT AND IMPROVEMENT BRANCH

Bldg C
Rm 128, 1201 Wilson Ave
Downsview M3M 1J8
General Inquiry (416)235-4483
Fax (416)235-4309
8:30 - 4:30

Service Development and Improvement Branch identifies best practices and effectively implements assigned new program delivery initiatives.

TRANSPORTATION I&IT CLUSTER

4th Flr, 30 College St
Toronto M5G 1K2
General Inquiry (416)327-3754
Fax (416)327-3755
8:30 - 5:00

The Transportation Information and Information Technology Cluster provides leadership in the use and deployment of information technology for the Ministry of Transportation, and enables the delivery of the ministry's core businesses through effective management of the ministry's information and information technology resources.

FREEDOM OF INFORMATION

Garden City Tower
7th Flr, 301 St Paul St
St Catharines L2R 7R4
General Inquiry (905)704-2049
Fax (905)704-2005
8:30 - 5:00

The Freedom of Information Office (FOI) coordinates requests for access to Ministry of Transportation (MTO) information under the Freedom of Information and Protection of Privacy (FOIPP) Act, MTO's participation in appeals, inquiries and investigations by the Ontario Information and Privacy Commissioner, Ombudsman Ontario and the Ontario Human Rights Commission.

AGENCIES, BOARDS AND COMMISSIONS

GO TRANSIT

Suite 600, 20 Bay St
Toronto M5J 2W3
General Inquiry (416)869-3200 (Information 24 hr)
(416)869-3600x7273 (Lost & Found)
(416)869-3600 (Head Office)
TTY 1-800-387-3652 (Information 24 hr)
Toll Free 1-888-438-6646 (Information 24 hr 1 888 GET ON GO)
Fax (416)869-3525 (Head Office)
www.gotransit.com
8:00 - 4:30

The Greater Toronto **Transit** Authority (**GO Transit**) is the Province of Ontario's interregional public transit service for the Greater Toronto and Hamilton areas. The system started as a single **rail** line in 1967 and is now an integrated network of train and bus services running over an 8,000 square kilometre (3,000 square mile) area up to 100 kilometres (60 miles) from downtown Toronto. GO Transit contracts with CN and CP to provide GO Train service; GO Transit operates GO Bus service directly. For timetable and fare information, phone the local GO Transit number (416) 869-3200, 1-888-GET ON GO (438-6646) toll free, TTY 1-800-387-3652, or visit us on the web at www.gotransit.com. GO Transit is governed by a Board of directors appointed by the Province. Its **library** is open to the public (416) 869-3600 x5339. GO publishes various brochures, timetables, annual reports and other information.

ONTARIO HIGHWAY TRANSPORT BOARD

10th Flr, 151 Bloor St W
Toronto M5S 2T5
General Inquiry (416)326-6732
Fax (416)326-6738
www.ohtb.gov.on.ca
8:15 - 4:15

The Ontario Highway Transport Board, an administrative tribunal, recommends to the Minister of Transportation the issuance of and extensions to operating **licence**s for **bus** for-hire services, approval or rejection of transfers of operating licences and share transfers, and deals with application to suspend, cancel or impose conditions on operating licences under the Public **Vehicles** Act and part I of the Motor Vehicle Transport Act, 1987. These two Acts require that for-hire bus operators hold an appropriate operating licence. The Ontario Highway Transport Board operates as a quasi-judicial administrative tribunal. Under the Public Vehicles Act and the Motor Vehicle Transport Act, the Board controls entry and maintains an orderly development in the business of

transporting passengers for compensation in public vehicles, both within Ontario and to other jurisdictions.

ACTS

Airports Act
Bridges Act
Capital Investment Plan Act
Commuter Services Act
Dangerous Goods Transportation Act
Ferries Act
Fuel Tax Act
GO Transit Act
Highway Traffic Act
Local Roads Boards Act
Ministry of Transportation Act
Motorized Snow Vehicles Act
Off-Road Vehicles Act
Ontario Highway Transport Board Act
Ontario Transportation Development Corporation Act, 1980
Public Service Works on Highways Act
Public Transportation and Highways Improvement Act
Public Vehicles Act
Railways Act
Rainbow Bridge Act, 1941
Short Line Railways Act, 1995
Toll Bridges Act
Toronto Area Transit Operating Authority Act
Township of Pelee Act, 1978
Truck Transportation Act
Urban Transportation Development Corporation Ltd. Act, 1980

MINISTERIAL RESPONSIBILITY FOR ACTS

Pages 673-686

MINISTERIAL RESPONSIBILITY FOR ACTS

Absconding Debtors Act (Attorney General)
Absentees Act (Attorney General)
Accumulations Act (Attorney General)
Administration of Justice Act (Attorney General)
Age of Majority and Accountability Act (Attorney General)
Aggregate Resources Act, 1989 (Natural Resources)
Agreement Authorization Act, 1958 (Natural Resources)
AgriCorp Act (Agriculture and Food)
Agricultural and Horticultural Organizations Act (Agriculture and Food)
Agricultural Rehabilitation and Development Act (Ontario) ARDA (Agriculture and Food)
Agricultural Research Institute of Ontario Act (Agriculture and Food)
Agricultural Tile Drainage Installation Act (Agriculture and Food)
Airports Act (Transportation)
Alcohol and Gaming Regulation and Public Protection Act, 1996 (Consumer and Business Services)
Alcoholism and Drug Addiction Act (Health and Long-Term Care)
Algonquin Forestry Authority Act (Natural Resources)
Algonquin Provincial Park Extension Act, 1960-61 (Natural Resources)
Aliens' Real Property Act (Attorney General)
Ambulance Act (Health and Long-Term Care)
Ammunition Regulation Act, 1991 (Public Safety and Security)
Amusement Devices Act (Consumer and Business Services)
Anatomy Act (Public Safety and Security)
Anglican Church of Canada Act, 1979 (Attorney General)
Animals for Research Act (Agriculture and Food)
Apportionment Act (Consumer and Business Services)
Apprenticeship and Certification Act, 1998 (Training, Colleges and Universities)
Arbitrations Act (Attorney General)
Arboreal Emblem Act, 1984 (Natural Resources)
Architects Act (Attorney General)
Archives Act (Management Board of Cabinet)
Art Gallery of Ontario Act (Culture)
Arts Council Act (Culture)
Assessment Act (Finance)
Assessment Review Board Act (Attorney General)
Assignments and Preferences Act (Consumer and Business Services)
Athletics Control Act (Consumer and Business Services)
Audiology and Speech-Language Pathology Act (Health and Long-Term Care)
Bail Act (Attorney General)
Bailiffs Act (Consumer and Business Services)
Barrie-Innisfil Annexation Act, 1981 (Municipal Affairs and Housing)
Barrie-Vespra Annexation Act, 1984 (Municipal Affairs and Housing)
Barristers Act (Attorney General)
Beds of Navigable Waters Act (Natural Resources)
Beef Cattle Marketing Act (Agriculture and Food)
Bees Act (Agriculture and Food)
Bill 101: this proposed Student Protection Act, 2002 is currently before the House. (Education)
Bill 65: Proposed Ontario Colleges of Applied Arts and Technology Act, 2001 currently before House (Training, Colleges and Universities)
Blind Persons' Rights Act (Attorney General)
Boilers and Pressure Vessels Act (Consumer and Business Services)
Boundaries Act (Consumer and Business Services)
Brantford-Brant Annexation Act, 1980 (Municipal Affairs and Housing)
Bridges Act (Transportation)
Building Code Act, 1992 (Municipal Affairs and Housing)
Bulk Sales Act (Attorney General)
Business Corporations Act (Consumer and Business Services)
Business Names Act (Consumer and Business Services)
Business Practices Act (Consumer and Business Services)

Business Records Protection Act (Attorney General)
Business Regulation Reform Act, 1994 (Consumer and Business Services)
Canada Company's Lands Act, 1922 (Natural Resources)
Cancer Act (Health and Long-Term Care)
Cancer Remedies Act (Health and Long-Term Care)
Capital Investment Plan Act, 1993 (Environment and Energy)
Capital Investment Plan Act, 1993 (Finance)
Capital Investment Plan Act, 1993 (in respect to the Ontario Realty Corporation) (Management Board of Cabinet)
Capital Investment Plan Act (Transportation)
Cemeteries Act (Revised) (Consumer and Business Services)
Centennial Centre of Science and Technology Act (Culture)
Certification of Titles Act (Consumer and Business Services)
Change of Name Act (Consumer and Business Services)
Charitable Gifts Act (Attorney General)
Charitable Institutions Act (Health and Long-Term Care)
Charitable Institutions Act, R.S.O. 1990, c. C9 (Community, Family and Children's Services)
Charities Accounting Act (Attorney General)
Chartered Accountant Act (Attorney General)
Child and Family Services Act, R.S.O. 1990, c. C.11 (Community, Family and Children's Services)
Child and Family Services Amendment Act (Child Welfare Reform), 1990, S.O. 1999, C.2 (Community, Family and Children's Services)
Child Care Supplement Information Collection Act, 1998 (Finance)
Children's Law Reform Act (Attorney General)
Chiropody Act (Health and Long-Term Care)
Chiropractic Act (Health and Long-Term Care)
Christoper's Law (Sex Offender Registry) 2000 (Public Safety and Security)
City of Cornwall Annexation Act, 1974 (Municipal Affairs and Housing)
City of Gloucester Act, 1980 (Municipal Affairs and Housing)
City of Greater Sudbury Act, 1999 (Municipal Affairs and Housing)
City of Hamilton Act, 1975 (Municipal Affairs and Housing)
City of Hamilton Act, 1999 (Municipal Affairs and Housing)
City of Hazeldean-March Act, 1978 (Municipal Affairs and Housing)
City of Kawartha Lakes Act, 2000 (Municipal Affairs and Housing)
City of London Act, 1990 (Municipal Affairs and Housing)
City of Nepean Act, 1978 (Municipal Affairs and Housing)
City of Ottawa Act, 1999 (Municipal Affairs and Housing)
City of Ottawa Road Closing & Conveyance Validation Act, 1981 (Municipal Affairs and Housing)
City of Port Colborne Act, 1974 (Municipal Affairs and Housing)
City of Sudbury Hydro-Electric Service Act, 1980 (Municipal Affairs and Housing)
City of Thorold Act, 1975 (Municipal Affairs and Housing)
City of Thunder Bay Act, 1968-69 (Municipal Affairs and Housing)
City of Timmins-Porcupine Act, 1972 (Municipal Affairs and Housing)
City of Toronto Act, 1997 (Municipal Affairs and Housing)
City of Toronto Act, 1997 (No. 2) (Municipal Affairs and Housing)
Class Proceedings Act, 1992 (Attorney General)
Collection Agencies Act (Consumer and Business Services)
Colleges Collective Bargaining Act (Training, Colleges and Universities)
Commercial Tenancies Act (Attorney General)
Commercial Tenancies Act (Municipal Affairs and Housing)
Commissioners for Taking Affidavits Act (Attorney General)
Commodity Board Members Act (Agriculture and Food)
Commodity Boards and Marketing Agencies Act (Agriculture and Food)
Commodity Futures Act (Finance)
Community Economic Development Act, 1993 (Municipal Affairs and Housing)
Community Psychiatric Hospitals Act (Health and Long-Term Care)
Community Recreation Centres Act (Tourism and Recreation)
Community Small Business Investment Funds Act (Finance)
Commuter Services Act (Transportation)

Compensation for Victims of Crime Act (Attorney General)
Compulsory Automobile Insurance Act (Finance)
Condominium Act, 1998 (Consumer and Business Services)
Conservation Authorities Act (Natural Resources)
Conservation Land Act (Natural Resources)
Consolidated Hearings Act (Environment and Energy)
Construction Lien Act (Attorney General)
Consumer Protection Act (Consumer and Business Services)
Consumer Protection Bureau Act (Consumer and Business Services)
Consumer Reporting Act (Consumer and Business Services)
Conveyancing and Law of Property Act (Attorney General)
Cooperative Corporations Act (Finance)
Coroners Act (Public Safety and Security)
Corporations Act (Consumer and Business Services)
Corporations Information Act (Consumer and Business Services)
Corporations Tax Act (Finance)
Costs of Distress Act (Attorney General)
County of Haliburton Act, 1982 (Municipal Affairs and Housing)
County of Middlesex Act, 1979 (Management Board of Cabinet)
County of Oxford Act (Municipal Affairs and Housing)
County of Simcoe Act, 1993 (Municipal Affairs and Housing)
Courts of Justice Act (Attorney General)
Courts of Justice Statute Law Amendment Act, 1994 (Attorney General)
Credit Unions and Caisses Populaires Act, 1994 (Finance)
Creditors' Relief Act (Attorney General)
Criminal Code Section 207 (lotteries) (Consumer and Business Services)
Crop Insurance (Ontario) 1996 (Agriculture and Food)
Crown Administration of Estates Act (Attorney General)
Crown Agency Act (Attorney General)
Crown Attorneys Act (Attorney General)
Crown Employees' Collective Bargaining Act, 1993 (Labour)
Crown Forest Sustainability Act (Natural Resources)
Crown Timber Act (Natural Resources)
Crown Witnesses Act (Attorney General)
Dangerous Goods Transportation Act (Transportation)
Day Nurseries Act, R.S.O. 1990, c. D.2 (Community, Family and Children's Services)
Dead Animal Disposal Act (Agriculture and Food)
Deaf-Blind Awareness Month Act, 2000, S.O. 2000, c.34 (Citizenship)
Debt Collectors Act (Consumer and Business Services)
Dental Hygiene Act, 1991 (Health and Long-Term Care)
Dental Technology Act, 1991 (Health and Long-Term Care)
Dentistry Act, 1991 (Health and Long-Term Care)
Denturism Act, 1991 (Health and Long-Term Care)
Development Charges Act, 1997 (Municipal Affairs and Housing)
Development Corporations Act (Enterprise, Opportunity and Innovation)
Development Services Act (Long-term care programs and services) (Health and Long-Term Care)
Developmental Services Act, R.S.O. 1990, c. D.11 (Community, Family and Children's Services)
Dietetics Act, 1991 (Health and Long-Term Care)
Discriminatory Business Practices Act (Consumer and Business Services)
Disorderly Houses Act (Attorney General)
District Municipality of Muskoka Act (Municipal Affairs and Housing)
District of Parry Sound Local Government Act, 1979 (Municipal Affairs and Housing)
District Social Services Administration Boards Act, R.S.O. 1990, c. D15 (Community, Family and Children's Services)
Dog Owner's Liability Act (Attorney General)
Dower and Miscellaneous Abolition Act, 1980 (Attorney General)
Drainage Act (Agriculture and Food)
Drug and Pharmacies Regulation Act (Health and Long-Term Care)
Drug Interchangeability and Dispensing Fee Act (Health and Long-Term Care)
Drugless Practitioners Act (Health and Long-Term Care)
Edible Oil Products Act (Agriculture and Food)

Education Accountability Act, 2000 (Education)
Education Act (Education)
Education Quality and Accountability Office Act, 1996 (Education)
Elderly Persons Centres Act (Health and Long-Term Care)
Elderly Persons' Housing Aid Act (Municipal Affairs and Housing)
Election Act (Ombudsman Ontario)
Election Finances Act (Ombudsman Ontario)
Electricity Act, 1998 (Environment and Energy)
Electricity Act, 1998 (Finance)
Electronic Commerce Act, 2000 (Attorney General)
Electronic Registration Act, 1991 (Consumer and Business Services)
Elevating Devices Act (Consumer and Business Services)
Emergency Plans Act, 1983 (Public Safety and Security)
Employer Health Tax Act (Finance)
Employers and Employees Act (Attorney General)
Employment Standards Act (Labour)
Endangered Species Act (Natural Resources)
Energy Act (Consumer and Business Services)
Energy Efficiency Act (Environment and Energy)
Enforcement of Judgements Conventions Act, 1999 (Consumer and Business Services)
English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986 (Attorney General)
Environmental Assessment Act (Environment and Energy)
Environmental Bill of Rights Act, 1993 (Environment and Energy)
Environmental Protection Act (Environment and Energy)
Escheats Act (Attorney General)
Estates Act (Attorney General)
Estates Administration Act (Attorney General)
Evidence Act (Attorney General)
Execution Act (Attorney General)
Executive Council Act (Lieutenant Governor of Ontario)
Expropriations Act (Attorney General)
Extra-Provincial Corporations Act (Consumer and Business Services)
Factors Act (Consumer and Business Services)
Fair Municipal Finance Act No. 1, 1997 (Finance)
Fair Municipal Finance Act No. 2, 1997 (Finance)
Fairness for Parents and Employees Act (Teachers' Withdrawal of Services), 1997 (Education)
Fairness is a Two-Way Street Act (Construction Labour Mobility), 1999 (Labour)
Family Benefits Act, R.S.O. 1990, c. F2 (Community, Family and Children's Services)
Family Law Act (Attorney General)
Family Responsibility and Support Arrears Enforcement Act, 1996, S.O. 1996, c.31 (Community, Family and Children's Services)
Family Support Plan Act (Attorney General)
Farm Implements Act (Agriculture and Food)
Farm Products Containers Act (Agriculture and Food)
Farm Products Grades and Sales Act (Agriculture and Food)
Farm Products Marketing Act (Agriculture and Food)
Farm Products Payments Act (Agriculture and Food)
Farm Registration and Farm Organizations Funding Act (Agriculture and Food)
Farming and Food Production Protection Act (Agriculture and Food)
Ferries Act (Transportation)
Financial Administration Act (Finance)
Financial Services Commission of Ontario Act, 1997 (Finance)
Fines and Forfeitures Act (Attorney General)
Fire Protection & Prevention Act, 1997 (Public Safety and Security)
Fire Protection and Prevention Act, 1997 (Part IX) (Labour)
Fish Inspection Act (Natural Resources)
Fisheries Industrial Development Act (Natural Resources)
Fisheries Loans Act (Natural Resources)
Flag Act (Management Board of Cabinet)
Floral Emblem Act (Management Board of Cabinet)
Fluoridation Act (Health and Long-Term Care)
Food Safety and Quality Act (Agriculture and Food)
Foreign Cultural Objects Immunity from Seizure Act (Culture)
Forest Fires Prevention Act (Natural Resources)
Forest Tree Pest Control Act (Natural Resources)

Forestry Act (Natural Resources)
Forestry Workers Employment Act (Natural Resources)
Forestry Workers Lien For Wages Act (Natural Resources)
Fraudulent Conveyances Act (Attorney General)
Freedom of Information and Protection of Privacy Act (Management Board of Cabinet)
French Language Services Act (Francophone Affairs)
Freshwater Fish Marketing Act (Ontario) (Natural Resources)
Frustrated Contracts Act (Attorney General)
Fuel Tax Act (Finance)
Fuel Tax Act (Transportation)
Funeral Directors and Establishments Act (Consumer and Business Services)
Game and Fish Act (Natural Resources)
Gaming Act (Attorney General)
Gaming Control Act, 1992 (Consumer and Business Services)
Gananoque Lands Act, 1961-62 (Natural Resources)
Gas and Oil Leases Act (Natural Resources)
Gasoline Handling Act (Consumer and Business Services)
Gasoline Tax Act (Finance)
General Welfare Assistance Act (long-term care programs and services only) (Health and Long-Term Care)
Geographic Township of Hansen Act, 1986 (Municipal Affairs and Housing)
George R. Gardiner Museum of Ceramic Art Act (Culture)
GO Transit Act (Transportation)
Government Contracts Hours and Wages Act (Labour)
Grain Corn Marketing Act (Agriculture and Food)
Grains Act (Agriculture and Food)
Greater Toronto Services Board Act, 1998 (Municipal Affairs and Housing)
Habeas Corpus Act (Attorney General)
Healing Arts Radiation Protection Act (Health and Long-Term Care)
Health Cards and Numbers Control Act, 1991 (Health and Long-Term Care)
Health Care Accessibility Act (Health and Long-Term Care)
Health Care Consent Act (Health and Long-Term Care)
Health Facilities Special Orders Act (Health and Long-Term Care)
Health Insurance Act (Health and Long-Term Care)
Health Protection and Promotion Act (Health and Long-Term Care)
Highway Traffic Act (Transportation)
Historical Parks Act (Tourism and Recreation)
Homemakers and Nurses Services Act (Health and Long-Term Care)
Homes for Retarded Persons Act (long-term care programs and services) (Health and Long-Term Care)
Homes for Special Care Act (Health and Long-Term Care)
Homes for the Aged and Rest Homes Act (Health and Long-Term Care)
Hospital Labour Disputes Arbitration Act (Labour)
Hospitals and Charitable Institutions Inquiries Act (Attorney General)
Hotel Registration of Guests Act (Attorney General)
Housing Development Act (Municipal Affairs and Housing)
Human Rights Code, R.S.O. 1990 c. H.19 (Citizenship)
Human Tissue Gift Act (Health and Long-Term Care)
Hypnosis Act (Health and Long-Term Care)
IDEA Corporation Act (Enterprise, Opportunity and Innovation)
Immunization of School Pupils Act (Health and Long-Term Care)
Income Tax Act (Finance)
Independent Health Facilities Act (Health and Long-Term Care)
Indian Lands Act, 1924 (Native Affairs)
Indian Lands Agreement Confirmation Act, 1989 (Native Affairs)
Indian Welfare Services Act, R.S.O. 1990, c. I.4 (Community, Family and Children's Services)
Industrial and Mining Lands Compensation Act (Natural Resources)
Industrial Standards Act (Labour)
Innkeepers Act (Attorney General)
Inquiries Act (Attorney General)
Instructional Time: Minimum Standards Act, 1998 (Education)
Insurance Act (Finance)
Insurance Statute Law Amendment Act, 1993 (Finance)
Intercountry Adoption Act, 1998, S.O. 1998, c.29 (Community, Family and Children's Services)

International Commercial Arbitration Act (Attorney General)
International Sale of Goods Act (Attorney General)
Interpretation Act (Attorney General)
Interprovincial Summonses Act (Attorney General)
Intervenor Funding Project Act (Attorney General)
Judicial Review Procedure Act (Attorney General)
Juries Act (Attorney General)
Justices of the Peace Act (Attorney General)
Laboratory and Specimen Collection Centre Licencing Act (Health and Long-Term Care)
Labour Relations Act,1995 (Labour)
Lac Seul Conservation Act, 1928 (Natural Resources)
Lake of the Woods Control Board Act, 1922 (Natural Resources)
Lakes and Rivers Improvement Act (Natural Resources)
Land Registration Reform Act (Consumer and Business Services)
Land Titles Act (Consumer and Business Services)
Land Transfer Tax Act (Finance)
Landlord and Tenant Act (Attorney General)
Law Society Act (Attorney General)
Legal Aid Act (Attorney General)
Legislative Assembly Act (Ombudsman Ontario)
Libel and Slander Act (Attorney General)
Licence Appeal Tribunal Act, 1999 (Consumer and Business Services)
Lieutenant Governor Act (Lieutenant Governor of Ontario)
Lightning Rods Act (Public Safety and Security)
Limitations Act (Attorney General)
Limited Partnerships Act (Consumer and Business Services)
Line Fences Act (Municipal Affairs and Housing)
Liquor Control Act (Consumer and Business Services)
Liquor Licence Act (Consumer and Business Services)
Livestock and Livestock Products Act (Agriculture and Food)
Livestock Community Sales Act (Agriculture and Food)
Livestock Identification Act (Agriculture and Food)
Livestock Medicines Act (Agriculture and Food)
Livestock, Poultry and Honey Bee Protection Act (Agriculture and Food)
Loan and Trust Corporations Act (Finance)
Loan Brokers Act, 1994 (Consumer and Business Services)
Lobbyists Registration Act, 1998 (Management Board of Cabinet)
Local Government Disclosure of Interest Act, 1994 (Municipal Affairs and Housing)
Local Improvement Act (Municipal Affairs and Housing)
Local Roads Boards Act (Transportation)
London-Middlesex Act, 1992 (Municipal Affairs and Housing)
Long Term Care Act, 1994 (Health and Long-Term Care)
Management Board of Cabinet Act (Management Board of Cabinet)
Manitoba-Ontario Lake St. Joseph Diversion Agreement Authorization Act, 1958 (Natural Resources)
Manitoulin, Barrie and Cockburn Islands Land Act, 1990 (Native Affairs)
Marine Insurance Act (Finance)
Marriage Act (Consumer and Business Services)
Massage Therapy Act (Health and Long-Term Care)
Meat Inspection Act (Ontario) (Agriculture and Food)
Medical Laboratory Technology Act, 1991 (Health and Long-Term Care)
Medical Radiation Technology Act, 1991 (Health and Long-Term Care)
Medicine Act, 1991 (Health and Long-Term Care)
Members' Integrity Act (Ombudsman Ontario)
Mental Health Act (Health and Long-Term Care)
Mental Hospitals Act (Health and Long-Term Care)
Mental Incompetency Act (Attorney General)
Mercantile Law Amendment Act (Attorney General)
Metropolitan Toronto Convention Centre Corporation Act (Tourism and Recreation)
Midwifery Act, 1991 (Health and Long-Term Care)
Migratory Birds Convention Act (Canada) - Ontario Regulations (Natural Resources)
Milk Act (Agriculture and Food)
Mineral Emblem Act (Natural Resources)

Mining Act (Northern Development and Mines)
Mining Tax Act (Finance)
Ministry of Agriculture, Food and Rural Affairs Act (Agriculture and Food)
Ministry of Citizenship and Culture Act, R.S.O. 1990, c. M.18 (Citizenship)
Ministry of Community and Social Services Act, R.S.O. 1990, c. M.20 (Community, Family and Children's Services)
Ministry of Community and Social Services Act (sections 11.1 and 12 re: long-term care programs and services only) (Health and Long-Term Care)
Ministry of Consumer and Commercial Relations Act (Consumer and Business Services)
Ministry of Energy Act (Environment and Energy)
Ministry of Government Services Act (Management Board of Cabinet)
Ministry of Health Act (Health and Long-Term Care)
Ministry of Industry, Trade and Technology Act (Enterprise, Opportunity and Innovation)
Ministry of Intergovernmental Affairs Act (Intergovernmental Affairs)
Ministry of Labour Act (Labour)
Ministry of Municipal Affairs and Housing Act (Municipal Affairs and Housing)
Ministry of Natural Resources Act (Natural Resources)
Ministry of Northern Development and Mines Act (Northern Development and Mines)
Ministry of Revenue Act (Finance)
Ministry of the Attorney General Act (Attorney General)
Ministry of the Environment Act (Environment and Energy)
Ministry of the Solicitor General Act (Public Safety and Security)
Ministry of Tourism and Recreation Act (Tourism and Recreation)
Ministry of Training, Colleges and Universities Act (Training, Colleges and Universities)
Ministry of Transportation Act (Transportation)
Ministry of Treasury and Economics Act (Finance)
Mortgage Brokers Act (Finance)
Mortgages Act (Attorney General)
Motor Vehicle Accident Claims Act (Finance)
Motor Vehicle Dealers Act (Consumer and Business Services)
Motor Vehicle Repair Act (Consumer and Business Services)
Motorized Snow Vehicles Act (Transportation)
Municipal Act, 2001 (Municipal Affairs and Housing)
Municipal Act (Municipal Affairs and Housing)
Municipal Affairs Act (Municipal Affairs and Housing)
Municipal and School Tax Credit Assistance Act (Municipal Affairs and Housing)
Municipal Arbitrations Act (Municipal Affairs and Housing)
Municipal Boundary Negotiations Act (Municipal Affairs and Housing)
Municipal Conflict of Interest Act (Municipal Affairs and Housing)
Municipal Corporations Quieting Orders Act (Municipal Affairs and Housing)
Municipal Elderly Residents' Assistance Act (Municipal Affairs and Housing)
Municipal Elections Act, 1996 (Municipal Affairs and Housing)
Municipal Extra-Territorial Tax Act (Municipal Affairs and Housing)
Municipal Franchises Act (Municipal Affairs and Housing)
Municipal Freedom of Information and Protection of Privacy Act (Management Board of Cabinet)
Municipal Health Services Act (Health and Long-Term Care)
Municipal Interest and Discount Rates Act (Municipal Affairs and Housing)
Municipal Private Acts Repeal Act, 1983 (Municipal Affairs and Housing)
Municipal Subsidies Adjustment Repeal Act, 1976 (Municipal Affairs and Housing)
Municipal Tax Assistance Act (Municipal Affairs and Housing)
Municipal Tax Sales Act (Municipal Affairs and Housing)
Municipal Unemployment Relief Act (Municipal Affairs and Housing)
Municipal Water and Sewage Transfer Act, 1997 (Environment and Energy)
Municipal Works Assistance Act (Municipal Affairs and Housing)
Municipality of Shuniah Act, 1936 (Municipal Affairs and Housing)
National Radio Observatory Act, 1962-63 (Natural Resources)

Negligence Act (Attorney General)
Niagara Parks Act (Tourism and Recreation)
North Georgian Bay Recreational Reserve Act, 1962-63 (Natural Resources)
North Pickering Development Corporation Act, 1974 (Municipal Affairs and Housing)
Northern Ontario Heritage Fund Act (Northern Development and Mines)
Northern Services Boards Act (Northern Development and Mines)
Notaries Act (Attorney General)
Nursing Act, 1991 (Health and Long-Term Care)
Nursing Homes Act (Health and Long-Term Care)
Nutrient Management Act, 2002 (Agriculture and Food)
Oak Ridges Moraine Conservation Act, 2001 (Municipal Affairs and Housing)
Oak Ridges Moraine Protection Act, 2001 (Municipal Affairs and Housing)
Occupational Helath & Safety Act (Labour)
Occupational Therapy Act (Health and Long-Term Care)
Occupiers' Liability Act (Attorney General)
Off-Road Vehicles Act (Transportation)
Official Notices Publication Act (Consumer and Business Services)
Ombudsman Act (Attorney General)
Ombudsman Act (Ombudsman Ontario)
One Day's Rest in Seven Act (Labour)
Ontarians with Disabilities Act, 2001, S.O. 2001, c.32 (Citizenship)
Ontario Agricultural Museum Act (Agriculture and Food)
Ontario College of Teachers Act, 1996 (Education)
Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed) (Finance)
Ontario Disability Support Program Act, 1997, S.O. 1997, c.25, Schedule B (Community, Family and Children's Services)
Ontario Drug Benefit Act (Health and Long-Term Care)
Ontario Educational Communications Authority Act (Training, Colleges and Universities)
Ontario Energy Board Act, 1998 (Environment and Energy)
Ontario Food Terminal Act (Agriculture and Food)
Ontario Geographic Names Board Act (Natural Resources)
Ontario Guaranteed Annual Income Act (Finance)
Ontario Harbours Agreement Act, 1962-63 (Natural Resources)
Ontario Heritage Act (Culture)
Ontario Highway Transport Board Act (Transportation)
Ontario Home Ownership Savings Plan Act (Finance)
Ontario Housing Corporation Act (Municipal Affairs and Housing)
Ontario Institute for Studies in Education Repeal Act, 1996 (Education)
Ontario Law Reform Commission Act (Attorney General)
Ontario Loan Act, 1998 (Finance)
Ontario Lottery and Gaming Corporation Act, 1999 (Consumer and Business Services)
Ontario Medical Association Dues Act, 1991 (Health and Long-Term Care)
Ontario Mental Health Foundation Act (Health and Long-Term Care)
Ontario Mineral Exploration Act (Northern Development and Mines)
Ontario Municipal Employees Retirement System Act (Municipal Affairs and Housing)
Ontario Municipal Supports Grants Act (Municipal Affairs and Housing)
Ontario New Home Warranties Plan Act (Consumer and Business Services)
Ontario Northland Transportation Commission Act (Northern Development and Mines)
Ontario Place Corporation Act (Tourism and Recreation)
Ontario Planning and Development Act, 1994 (Municipal Affairs and Housing)
Ontario Property Assessment Corporation Act, 1997 (Finance)
Ontario Public Service Employees' Union Pension Act, 1994 (Management Board of Cabinet)
Ontario School Trustees' Council Act (Education)
Ontario Society for Prevention of Cruelty to Animals Act (Public Safety and Security)
Ontario Transportation Development Corporation Act, 1980 (Transportation)
Ontario Water Resources Act (Environment and Energy)
Ontario Works Act, 1997, S.O. 1997, c. 25, Schedule A (Community, Family and Children's Services)
Operating Engineers Act (Consumer and Business Services)

Opticianry Act, 1991 (Health and Long-Term Care)
Optometry Act, 1991 (Health and Long-Term Care)
Ottawa-Carleton Amalgamations and Elections Act, 1973 (Municipal Affairs and Housing)
Ottawa-Carleton French-Language School Board Transferred Employees Act (Education)
Ottawa Congress Centre Act (Tourism and Recreation)
Ottawa River Water Powers Act, 1943 (Natural Resources)
Paperback and Periodical Distributors Act (Consumer and Business Services)
Partition Act (Attorney General)
Partnerships Act (Consumer and Business Services)
Pawnbrokers Act (Attorney General)
Pay Equity Act (Labour)
Pension Benefits Act (Finance)
Perpetuities Act (Attorney General)
Personal Property Security Act (Consumer and Business Services)
Pesticides Act (Environment and Energy)
Petroleum Products Price Freeze Act, 1975 (unconsolidated and unrepealed) (Consumer and Business Services)
Petroleum Resources Act (Natural Resources)
Pharmacy Act, 1991 (Health and Long-Term Care)
Physician Services Delivery Management Act, 1995 (Health and Long-Term Care)
Physiotherapy Act, 1991 (Health and Long-Term Care)
Planning Act (Municipal Affairs and Housing)
Plant Diseases Act (Agriculture and Food)
Police Services Act (Public Safety and Security)
Police Village of St. George Act, 1980 (Municipal Affairs and Housing)
Policy and Priorities Board of Cabinet Act (Ombudsman Ontario)
Post-Secondary Education Choice and Excellence Act, 2000 (Training, Colleges and Universities)
Pounds Act (Agriculture and Food)
Powers of Attorney Act (Attorney General)
Prepaid Hospital and Medical Services Act (Finance)
Prepaid Services Act (Consumer and Business Services)
Prevention of Unionization Act (Ontario Works), 1998, S.O. 1998, c.17 (Community, Family and Children's Services)
Private Hospitals Act (Health and Long-Term Care)
Private Investigators and Security Guards Act (Public Safety and Security)
Private Vocational Schools Act (Training, Colleges and Universities)
Proceedings Against the Crown Act (Attorney General)
Professional Engineers Act (Attorney General)
Professional Geoscientists Act, 2000 (Northern Development and Mines)
Property and Civil Rights Act (Attorney General)
Province of Ontario Savings Office Act (Finance)
Provincial Land Tax Act (Finance)
Provincial Offences Act (Attorney General)
Provincial Parks Act (Natural Resources)
Provincial Schools Negotiations Act (Education)
Psychology Act, 1991 (Health and Long-Term Care)
Public Accountancy Act (Attorney General)
Public Authorities Protection Act (Attorney General)
Public Guardian & Trustee Act (Attorney General)
Public Halls Act (Attorney General)
Public Hospitals Act (Health and Long-Term Care)
Public Inquiries Act (Attorney General)
Public Institutions Inspection Act (Attorney General)
Public Lands Act (Natural Resources)
Public Libraries Act (Culture)
Public Officers Act (Attorney General)
Public Parks Act (Municipal Affairs and Housing)
Public Sector Dispute Resolution Act, 1997 (Labour)
Public Sector Labour Relations Transition Act, 1997 (Labour)
Public Service Act (Management Board of Cabinet)
Public Service Pension Act (Management Board of Cabinet)
Public Service Works on Highways Act (Transportation)
Public Transportation and Highways Improvement Act (Transportation)
Public Trustee Act (Attorney General)

Public Utilities Act (Municipal Affairs and Housing)
Public Utilities Corporations Act (Municipal Affairs and Housing)
Public Vehicles Act (Transportation)
Public Works Protection Act (Public Safety and Security)
Race Tracks Act (Finance)
Racing Commission Act (Consumer and Business Services)
Railways Act (Transportation)
Rainbow Bridge Act, 1941 (Transportation)
Real Estate and Business Brokers Act (Consumer and Business Services)
Reciprocal Enforcement of Judgments Act (Attorney General)
Reciprocal Enforcement of Judgments (U.K.) Act (Attorney General)
Reciprocal Enforcement of Support Orders Act (Attorney General)
Regional Municipalities Act (Municipal Affairs and Housing)
Regional Municipality of Durham Act (Municipal Affairs and Housing)
Regional Municipality of Halton Act (Municipal Affairs and Housing)
Regional Municipality of Niagara Act (Municipal Affairs and Housing)
Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980 (Municipal Affairs and Housing)
Regional Municipality of Peel Act (Municipal Affairs and Housing)
Regional Municipality of Waterloo Act (Municipal Affairs and Housing)
Regional Municipality of York Act (Municipal Affairs and Housing)
Registered Insurance Brokers Act (Finance)
Registry Act (Consumer and Business Services)
Regulated Health Professions Act, 1991 (Health and Long-Term Care)
Regulations Act (Attorney General)
Regulations Revision Act, 1989 (Attorney General)
Religious Freedom Act (Attorney General)
Religious Organizations' Lands Act (Attorney General)
Remembrance Day Observance Act, 1977, S.O. 1997, c.18 (Citizenship)
Repair and Storage Liens Act (Consumer and Business Services)
Representation Act, 1996 (Ombudsman Ontario)
Research Foundation Act (Enterprise, Opportunity and Innovation)
Residential Complex Sales Representation Act (Consumer and Business Services)
Respiratory Therapy Act, 1991 (Health and Long-Term Care)
Retail Business Holidays Act (Consumer and Business Services)
Retail Sales Tax Act (Finance)
Rights of Labour Act (Labour)
Road Access Act (Municipal Affairs and Housing)
Royal Botanical Gardens Act, 1989 (Culture)
Royal Ontario Museum Act (Culture)
Rural Housing Assistance Act, 1952 (Municipal Affairs and Housing)
Safe Streets Act 1999 (Attorney General)
Safety and Consumer Statutes Administration Act, 1996 (Consumer and Business Services)
Sale of Goods Act (Attorney General)
Sarnia-Lambton Act, 1989 (Municipal Affairs and Housing)
School Trust Conveyances Act (Education)
Science North Act (Culture)
Securities Act (Finance)
Seine River Diversion Act, 1952 (Natural Resources)
Settled Estates Act (Attorney General)
Settlement of International Investments Disputes Act, 1999 (not yet in force) (Consumer and Business Services)
Settlers' Pulpwood Protection Act (Natural Resources)
Shoreline Property Assistance Act (Municipal Affairs and Housing)
Short Forms of Conveyances Act, 1980 (Attorney General)
Short Forms of Leases Act (Attorney General)
Short Forms of Mortgages Act, 1980 (Attorney General)
Short Line Railways Act, 1995 (Transportation)
Small Business and Charities Protection Act, 1998 (Finance)
Small Business Development Corporations Act (Finance)
Smoking in the Workplace Act (Labour)
Snow Roads and Fences Act (Municipal Affairs and Housing)
Social Assistance Reform Act, 1997, S.O. 1997, c.25 (Community, Family and Children's Services)
Social Contract Act, 1993 (Finance)

Social Housing Reform Act, 2000 (Municipal Affairs and Housing)
Social Work and Social Service Work Act, 1998, S.O. 1998, c.31 (Community, Family and Children's Services)
Soldiers' Aid Commission Act, R.S.O. 1960, c.377 (Community, Family and Children's Services)
Solicitors Act (Attorney General)
South African Trust Investments Act (Attorney General)
Spruce Pulpwood Exportation Act (Natural Resources)
St. Clair Parks Commission Act, 2000 (Tourism and Recreation)
St. Lawrence Parks Commission Act (Tourism and Recreation)
Statistics Act (Finance)
Statute and Regulation Revision Act, 1998 (Consumer and Business Services)
Statute Labour Act (Municipal Affairs and Housing)
Statute of Frauds Act (Attorney General)
Statute of Frauds (Attorney General)
Statutes Act (Attorney General)
Statutes Revision Act, 1989 (Attorney General)
Statutory Powers Procedure Act (Attorney General)
Steep Rock Iron Ore Development Act, 1949 (Natural Resources)
Substitute Decisions Act, 1992 (Attorney General)
Succession Duty Act (Finance)
Succession Law Reform Act (Attorney General)
Support and Custody Orders Enforcement Act (Attorney General)
Surveyors Act (Natural Resources)
Surveys Act (Natural Resources)
Tartan Act, 2000 (Culture)
Tax Sales Confirmation Act, 1974 (Municipal Affairs and Housing)
Teachers Pension Act, 1989 (Education)
Teachers Pension Act (Education)
Teaching Profession Act (Education)
Technical Standards and Safety Act, 2000 (not yet in force) (Consumer and Business Services)
Telephone Act (Enterprise, Opportunity and Innovation)
Tenant Protection Act, 1997 (Municipal Affairs and Housing)
Territorial Division Act (Municipal Affairs and Housing)
The Arthur Wishart Act (Franchise Disclosure), 2000 (Consumer and Business Services)
Theatres Act (Consumer and Business Services)
Ticket Speculation Act (Attorney General)
Tile Drainage Act (Agriculture and Food)
Time Act (Attorney General)
Tobacco Control Act, 1994 (Health and Long-Term Care)
Tobacco Tax Act (Finance)
Toll Bridges Act (Transportation)
Tom Longboat Act, 1980 (Municipal Affairs and Housing)
Topsoil Preservation Act (Agriculture and Food)
Toronto Area Transit Operating Authority Act (Transportation)
Toronto District Heating Corporation Act, 1998
Toronto Futures Exchange Act, 1983 (Finance)
Toronto Islands Residential Community Stewardship Act, 1993 (Municipal Affairs and Housing)
Toronto Stock Exchange Act (Finance)
Tourism Act (Tourism and Recreation)
Town of Haldimond Act, 1999 (Municipal Affairs and Housing)
Town of Moosonee Act, 2000 (Municipal Affairs and Housing)
Town of Norfolk Act, 1999 (Municipal Affairs and Housing)
Town of Wasaga Beach Act, 1973 (Municipal Affairs and Housing)
Township of North Plantagenet Act, 1976 (Municipal Affairs and Housing)
Township of Pelee Act, 1978 (Transportation)
Township of South Dumfries Act, 1989 (Municipal Affairs and Housing)
Trades Qualification and Apprenticeship Act (Training, Colleges and Universities)
Transboundary Pollution Reciprocal Access Act (Attorney General)
Travel Industry Act (Consumer and Business Services)
Treasury Board Act, 1991 (Finance)
Treasury Board Act, 1991 (Management Board of Cabinet)
Trees Act (Natural Resources)
Trespass to Property Act (Attorney General)
Truck Transportation Act (Transportation)
Trustee Act (Attorney General)
Unclaimed Intangible Property Act (unproclaimed) (Finance)

Unconscionable Transactions Relief Act (Attorney General)
University Expropriation Powers Act (Attorney General)
University Foundations Act, 1992 (Training, Colleges and Universities)
Upholstered and Stuffed Articles Act (Consumer and Business Services)
Urban Transportation Development Corporation Ltd. Act, 1980 (Transportation)
Variation of Trusts Act (Attorney General)
Vendors and Purchasers Act (Attorney General)
Veterinarians Act (Agriculture and Food)
Victims Bill of Rights, 1995 (Attorney General)
Victims Right to Proceeds to Crime Act, 1994 (Attorney General)
Vital Statistics Act (Consumer and Business Services)
Vitners Quality Alliance Act, 1999 (Consumer and Business Services)
Wages Act (Attorney General)
War Veterans Burial Act (Health and Long-Term Care)
Warehouse Receipts Act (Attorney General)
Waste Diversion Act, 2002 (Environment and Energy)
Waste Management Act, 1992 (Environment and Energy)
Water Transfer Control Act (Natural Resources)
Weed Control Act (Agriculture and Food)
Wharfs and Harbours Act (Municipal Affairs and Housing)
Wild Rice Harvesting Act (Natural Resources)
Wilderness Areas Act (Natural Resources)
Wine Content Act (Consumer and Business Services)
Woodlands Improvement Act (Natural Resources)
Workplace Safety and Insurance Act, 1997 (Labour)

Frequently Called Numbers

Name	Phone No.	Fax No.

Frequently Called Numbers

Name	Phone No.	Fax No.

Frequently Called Numbers

Name	Phone No.	Fax No.

Frequently Called Numbers

Name	Phone No.	Fax No.

Frequently Called Numbers

Name	Phone No.	Fax No.

Frequently Called Numbers

Name	Phone No.	Fax No.

Frequently Called Numbers

Name	Phone No.	Fax No.

Frequently Called Numbers

Name	Phone No.	Fax No.

Place stamp here
or
deliver envelope
to any Ontario
government office
where it will be
redirected, free
of charge, to the
below address

Ministry of Consumer and Business Services
Access and Inquiry Services
Databases and Directories
880 Bay St, 5th Flr
Toronto, ON
M7A 1N8

FOLD

USER QUESTIONNAIRE

KWIC Index to Services, Edition 2002

This hard copy of the KWIC Index to Services, Edition 2002 is produced using information from the Public Access Corporate Enquiry Database (PACE). Additional information is available on the Internet and the Intranet.

Internet: www.infogo.gov.on.ca
Intranet: intra.infogo.gov.on.ca

1. Are you employed by the government of Ontario or a government related agency?

   yes ❑ no ❑

2. Do you usually find the information you are seeking in this directory?

   yes ❑ sometimes ❑ more often, than not ❑ no ❑

   _____

   _____

3. Is this directory easy to use?

   yes ❑ no ❑ (please explain)

   _____

   _____

- Fold -

4. How would you rate your overall satisfaction with this directory? Use a scale from 1 to 5. (1 = "Excellent" and 5 = "Poor")

   Excellent 1 ❑ 2 ❑ 3 ❑ 4 ❑ 5 ❑ *Poor*

5. Do you have any suggestions for improving this directory? Please explain.

   _____

   _____

   _____

   _____

6. Do you use the Internet to access KWIC Index information?

   yes ❑ no ❑ I do not have Internet access ❑

   If yes, do you find what you need?

   yes ❑ no ❑

Moisten to Glue

Moisten to Glue

Ontario

The Government of Ontario is transforming itself to meet the challenges of the 21st century. We are becoming more customer-centered, doing business with you on your terms and on your timetable. And, we are giving you more choice, simplicity, and speed than ever before.

We're offering more and more services online and integrating those services, something you have come to want and expect.

We also invite consumers to visit one of our 59 Government Information Centres throughout the province where you can get information from many different ministries and government sources in one place.

For more information, visit any of the following websites:

www.gov.on.ca

www.cio.gov.on.ca or

www.cbs.gov.on.ca and click on online services.

Printed on Recycled Material
ISSN number 0835-3387